Espera User Manual

Version 2.0

Espera

Real-Time & Historical Call Display for Microsoft Lync Response Groups

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by AdvaTel

Espera User Manual

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Managing Editor

Michael Terry

Technical Editors

Jamie Wyatt

Dmitry Nikitin

Cover Designer

Elizabeth Donaldson

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Part I

1 Introduction

Espera is a Microsoft Lync integration package, utilizing existing Lync infrastructure and call-routing capabilities. Espera provides Microsoft Lync Response Groups with Real-Time call waiting information. The call waiting information can be displayed with Espera Real-Time, installed onto any PC where call waiting information is required. (e.g. Agents, Supervisors, Managers, Wall Displays)

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Microsoft Lync, .Net Framework, Windows, associated trademarks and logos are trademarks of the Microsoft group of companies.

Part II

2 Requirements

The following requirements must be attained to successfully install and configure the Espera Server service and Espera Client.

2.1 Installer / Administrator

Espera Server:

The Installer / Administrator *must* hold the below certification in order to successfully install and deploy the Espera server.
Minimum Qualification:

- MCITP: Lync Server Administrator 2010, or equivalent

Espera Client:

The Installer / Administrator *must* hold the below certification in order to successfully install/deploy the Espera client.
Minimum Qualification:

- MCTS: Lync Server 2010 Configuration, or equivalent

2.2 Microsoft Lync

- Microsoft Lync Server 2010
- Microsoft Lync Monitoring Server (Required for Espera Historical Reporting)

2.3 Espera Client

Operating System:

- Windows XP SP3 (32 bit)
- Windows Vista SP2 (32/64 bit)
- Windows 7 SP1 (32/64 bit)
- Windows 8 (32/64 bit)
- Microsoft Server 2008 R2 (64 bit)

Hardware:

- Minimum hardware requirements supported by chosen Operating System to support Lync 2010

  For detailed information refer to: http://technet.microsoft.com/en-us/library/gg412781.aspx
- Minimum 100MB Hard drive disk free space

Software:

- Microsoft .Net Framework 4

  Available from: http://www.microsoft.com/download/en/details.aspx?displaylang=en&id=17718

- Microsoft Visual C++ 2005 Redistributable

  x86 version available from: http://www.microsoft.com/download/en/details.aspx?id=3387

  x64 version available from: http://www.microsoft.com/download/en/details.aspx?id=21254

Part III

3 Installation

3.1 Installation Overview

3.1.1 Espera Client

Standalone Installation:

1. Run the Espera Client "setup.exe"

Group Policy Deployment:

(Note: For details steps, refer to: http://support.microsoft.com/kb/816102)

Note: The target PC(s) must have Microsoft Visual C++ 2005 Redistributable *and* Microsoft .Net Framework 4, installed *prior* to installing the Espera Client

1. Create a shared distribution folder for your installation (e.g. C:\Install), ensuring all users have at least "Read" permission to this folder.
2. Run the following from command line to extract the MSI installer: msiexec /a EsperaClientSetup.msi TARGETDIR="C:\Install"
3. Create a Group Policy Object (GPO) on the server and link it directly to the whole domain. (ServerManagement>GroupPolicyManagement>"Current Domain">Create GPO and link to this domain)
4. Click <Edit> on the newly created GPO
5. Go to "Computer Config->Policies->SoftwareConfig->Software Installation" and select New Package from the context menu (alternatively installation can be linked to "Users").
6. Next, select the MSI installer created in step 2 (located in the shared folder)
7. In the GPO settings, grant access to those PC's (or users) to which Espera is to be installed. (Note: set flags "Read" and "Apply Group Policy")

*** It is recommended to run "gpupdate /force" and "gpresult" now on a target machine in a test group, prior to full deployment.*

3.2 Espera Client Installation

The Espera Client can be installed manually per PC using the Setup.exe executable from the "Espera Client" folder.

Alternatively, the Espera Client may be deployed via group policy using the EsperaClientSetup.msi.

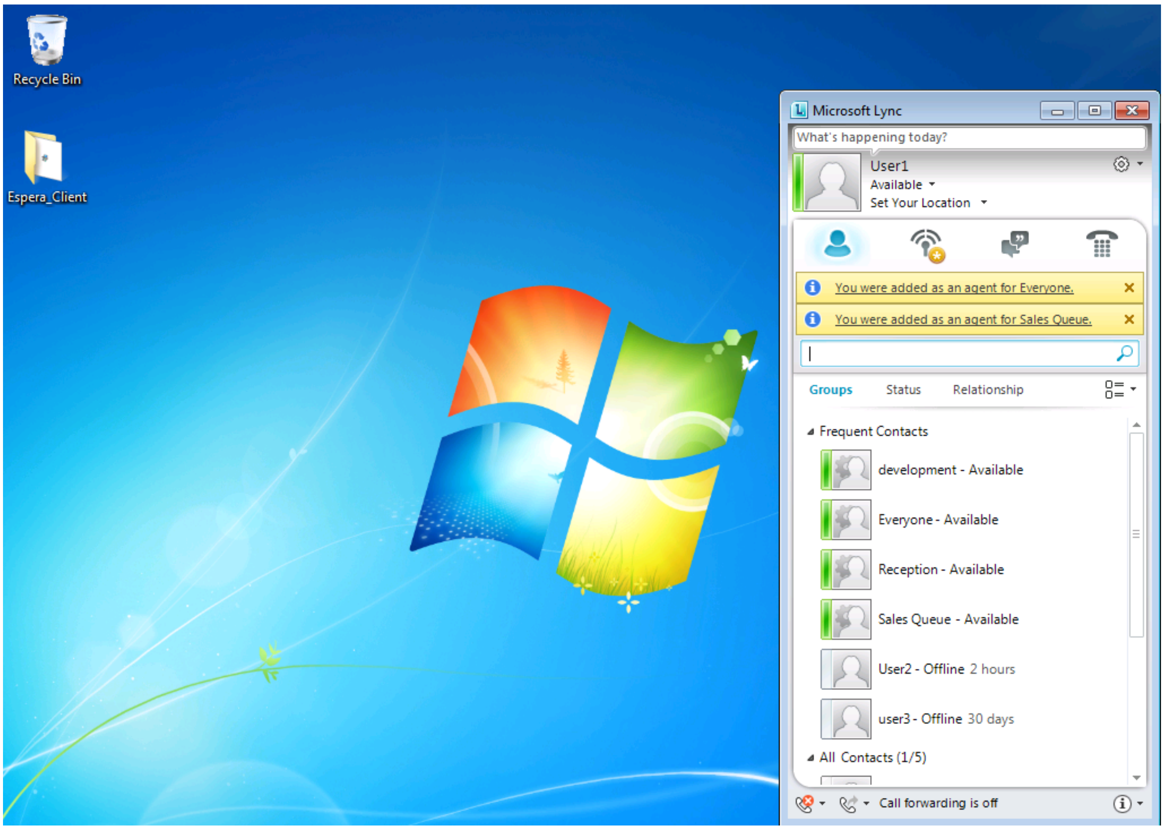
The following steps will detail installation of the Espera Client via the manual installation method.

Deployment via group policy should be performed as per the companies corporate policy.

NOTE: The following installation must be performed by a user with "Administrative" privileges. Alternatively, the installation must be "Run as administrator".

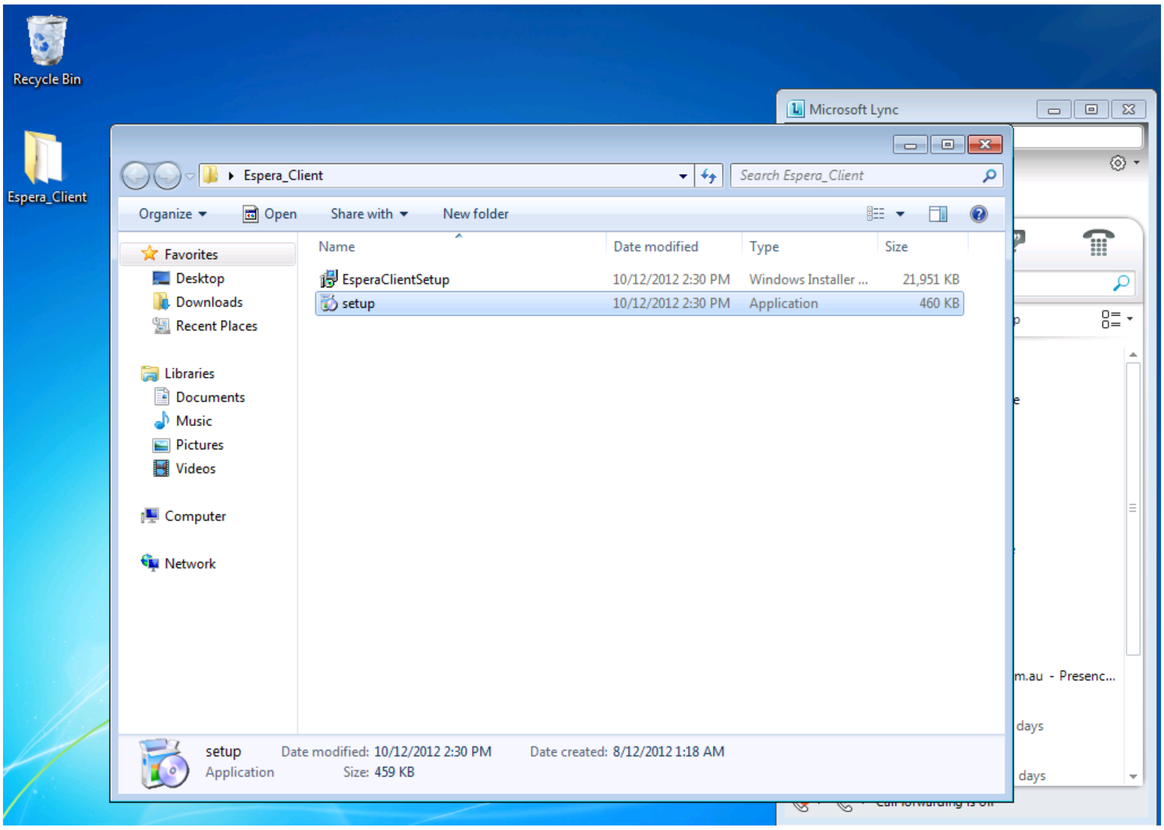
3.2.1 Espera Client Installation - Step 1

Microsoft Lync 2010 client must be pre-installed



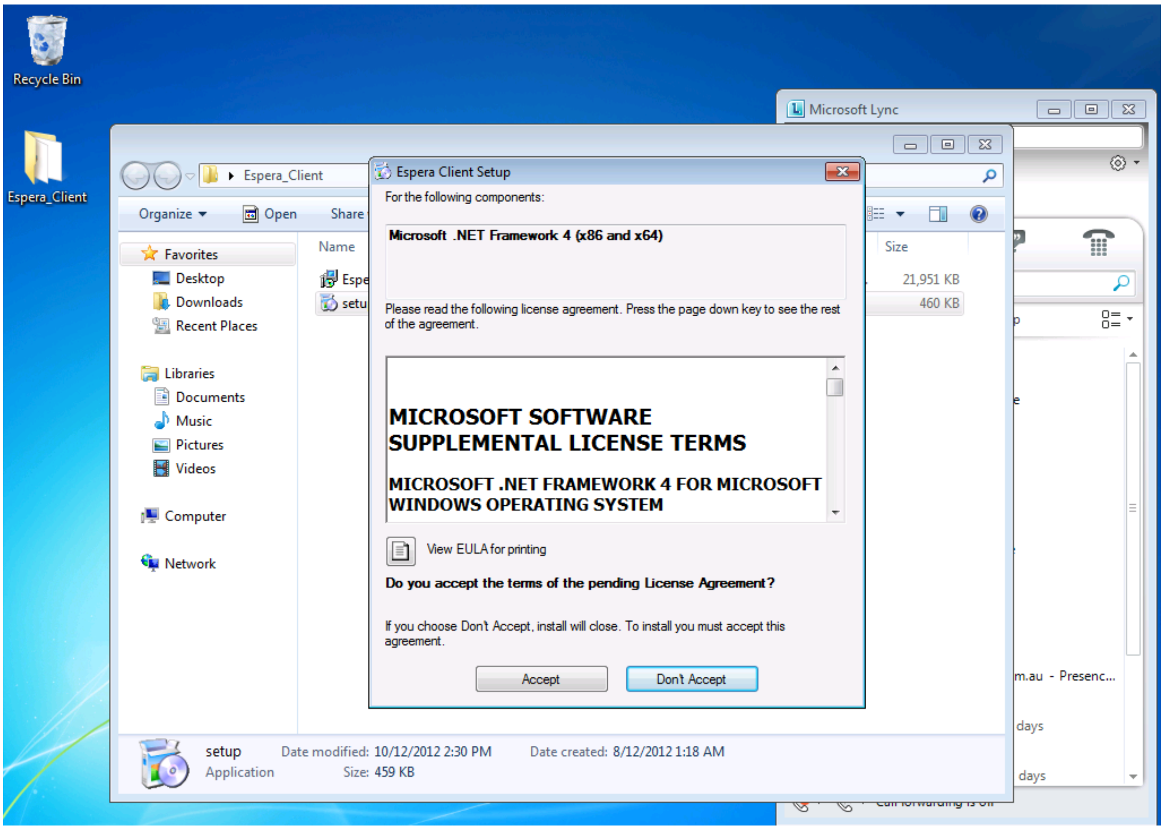
3.2.2 Espera Client Installation - Step 2

Run the "Setup.exe" executable.



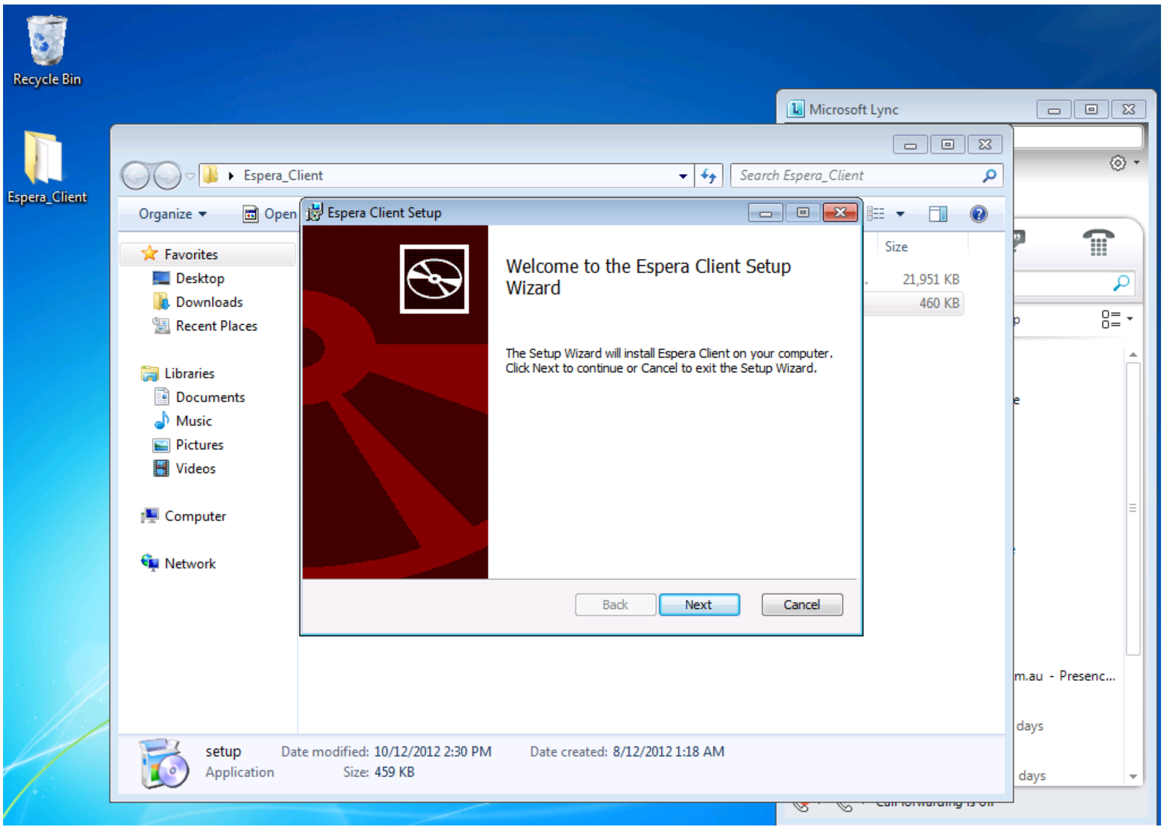
3.2.3 Espera Client Installation - Step 3

<Accept> and <Install> all prerequisites required by the Espera Client.



3.2.4 Espera Client Installation - Step 4

Select <Next>

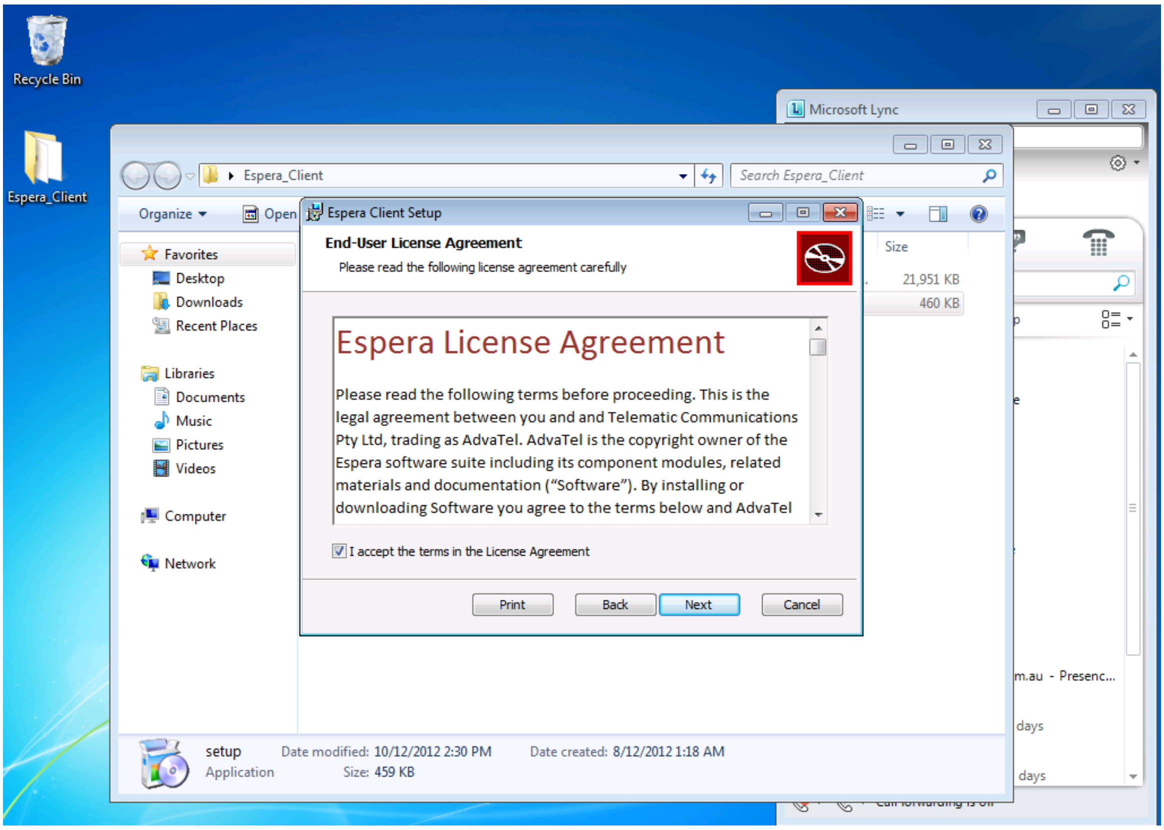


3.2.5 Espera Client Installation - Step 5

1. Read the 'Espera License Agreement"

2. Check the <I accept ....> checkbox

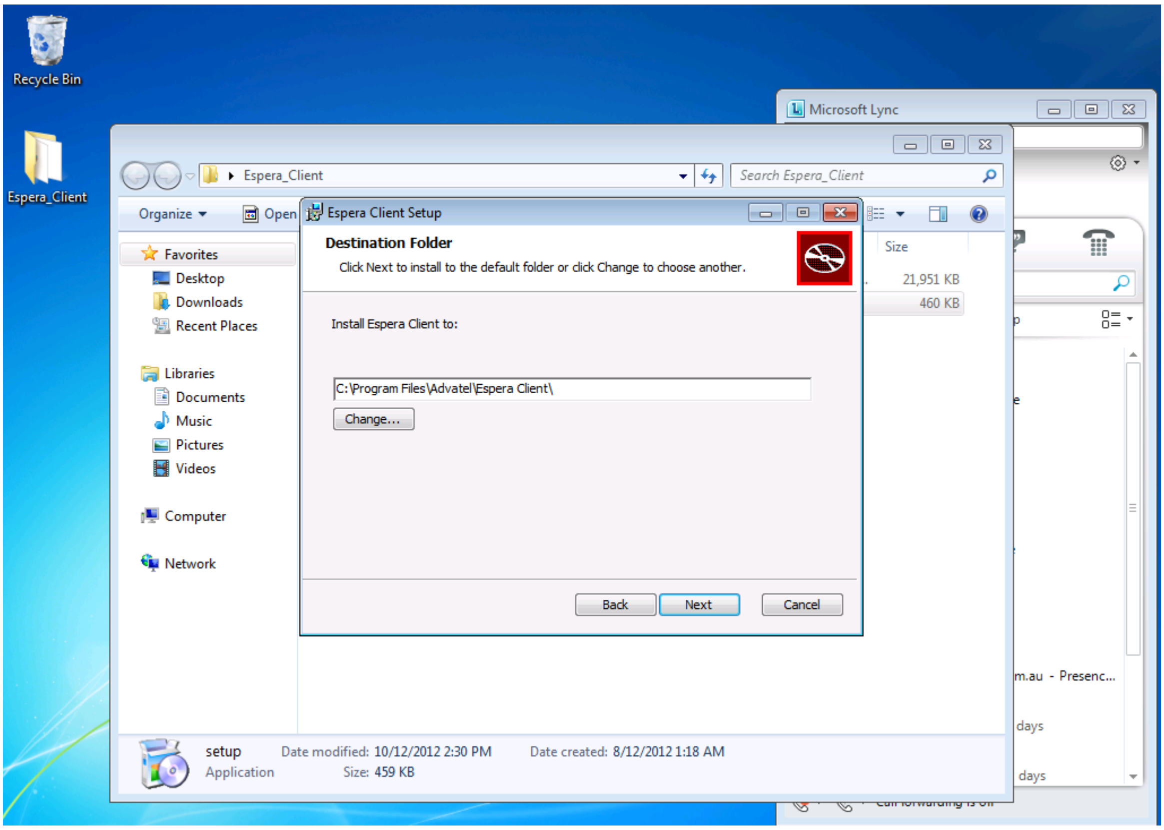
3. Select <Next>



3.2.6 Espera Client Installation - Step 6

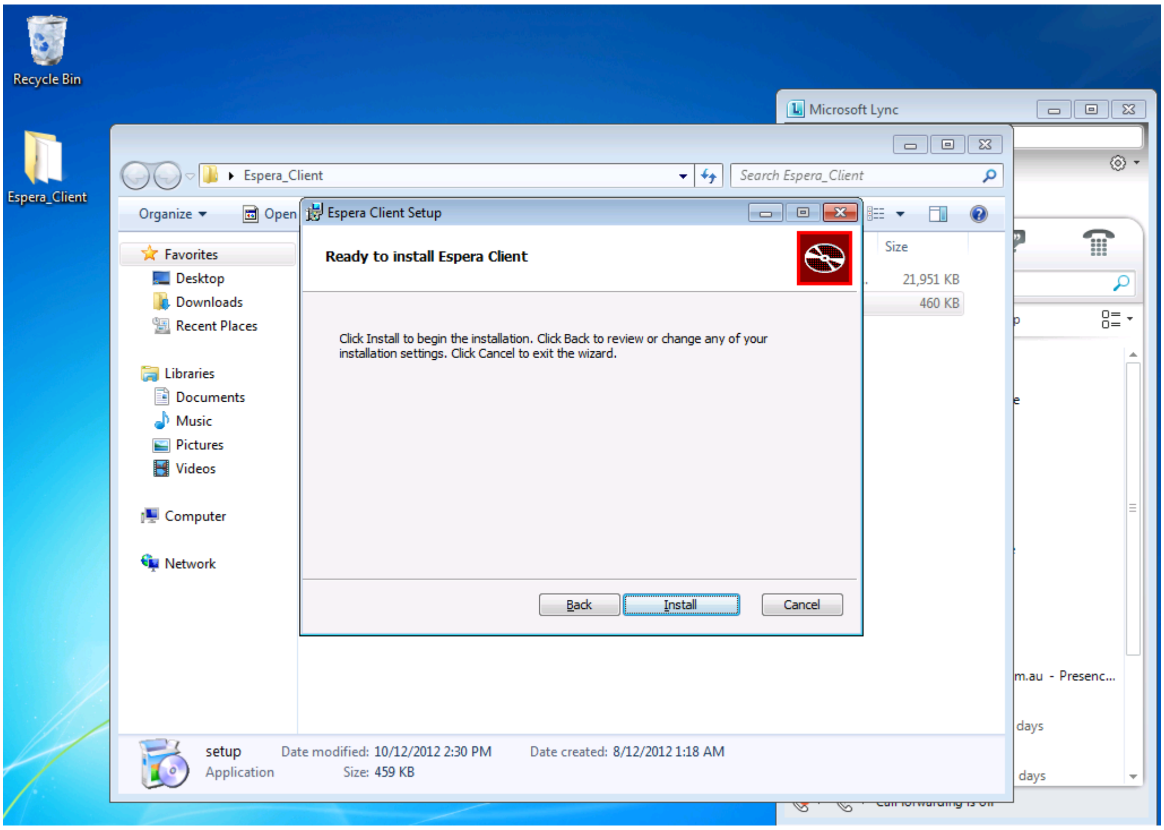
1. Confirm the destination folder to install the Espera Client into.

2. Select <Next>


Recycle Bin
Espera_Client
Microsoft Lync
Espera_Client
Search Espera_Client
Organize
Open
Espera Client Setup
Favorites
Desktop
Downloads
Recent Places
Libraries
Documents
Music
Pictures
Videos
Computer
Network
Destination Folder
Click Next to install to the default folder or click Change to choose another.
Install Espera Client to:
C:\Program Files\Advatel\Espera Client\
Change...
Back
Next
Cancel
Size
21,951 KB
460 KB
setup
Application
Date modified: 10/12/2012 2:30 PM
Size: 459 KB
Date created: 8/12/2012 1:18 AM

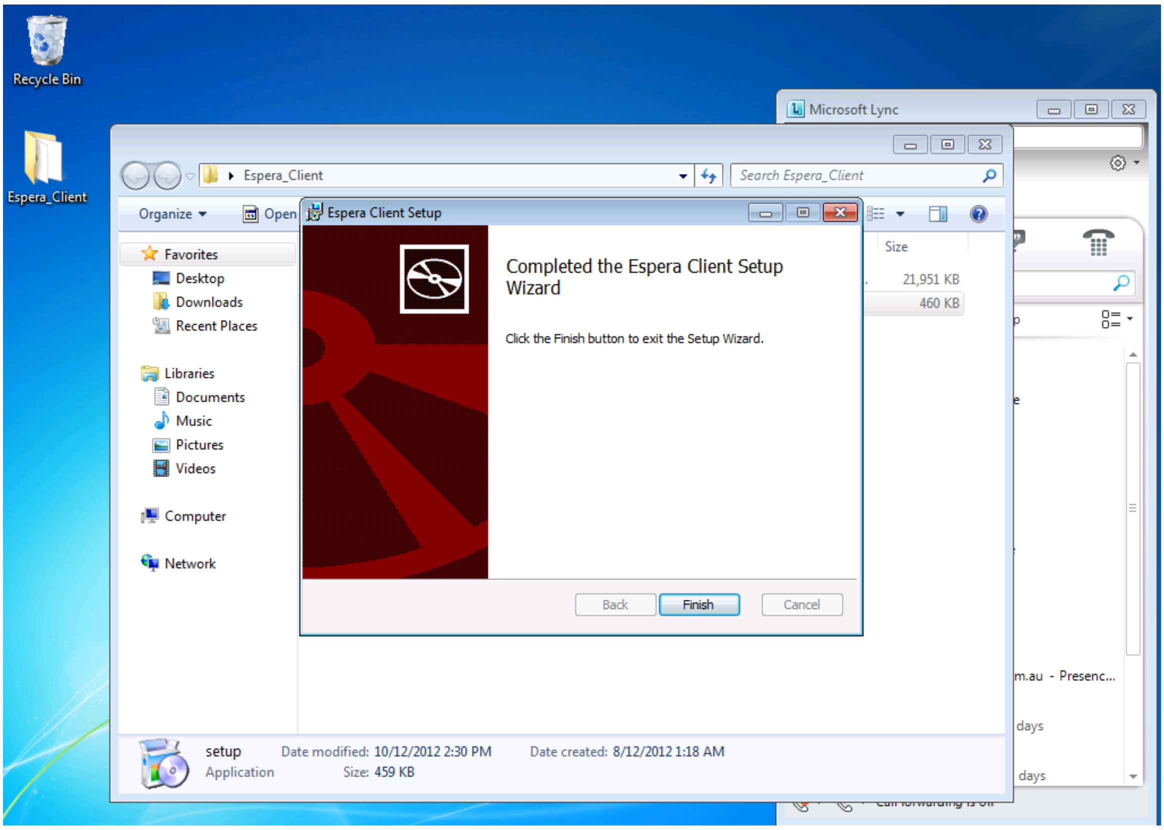
3.2.7 Espera Client Installation - Step 7

Select <Install> to proceed with the installation



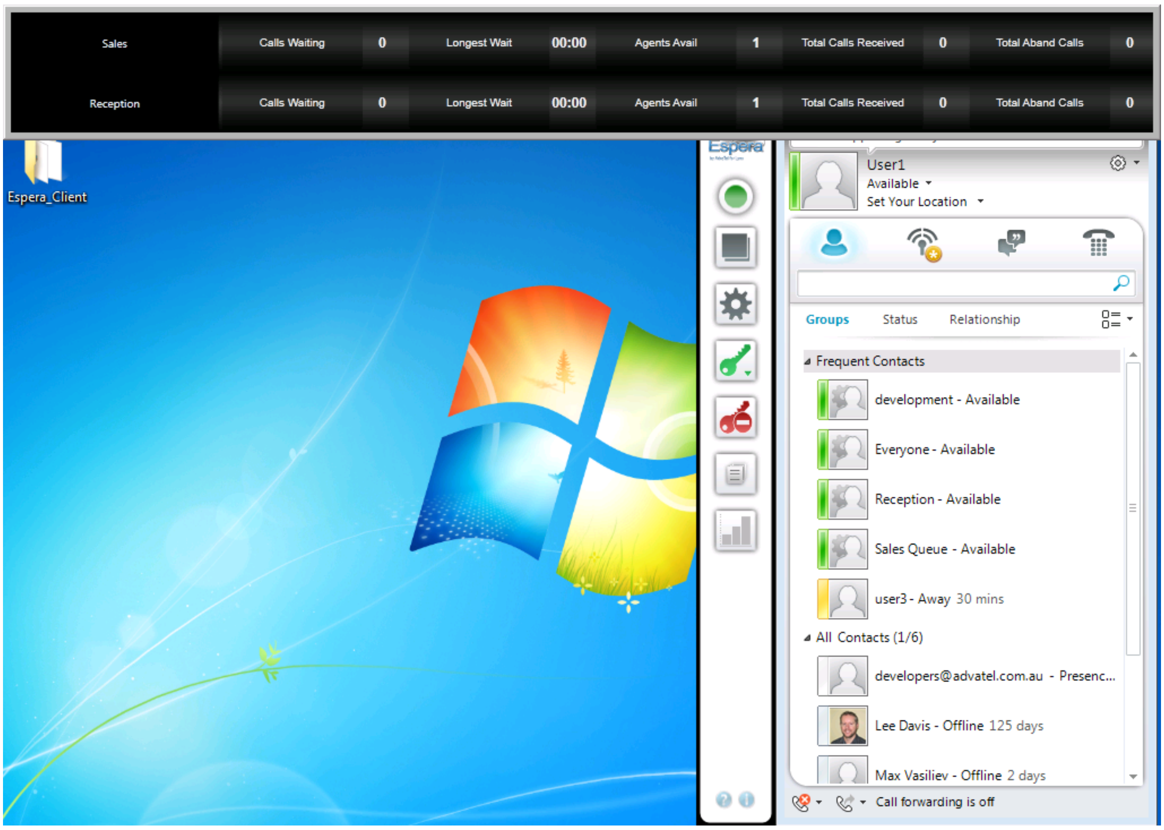
3.2.8 Espera Client Installation - Step 8

Select <Finish> to complete the installation



3.2.9 Espera Client Installation - Step 9

The Espera Client will now automatically start and display when Microsoft Lync is operating.

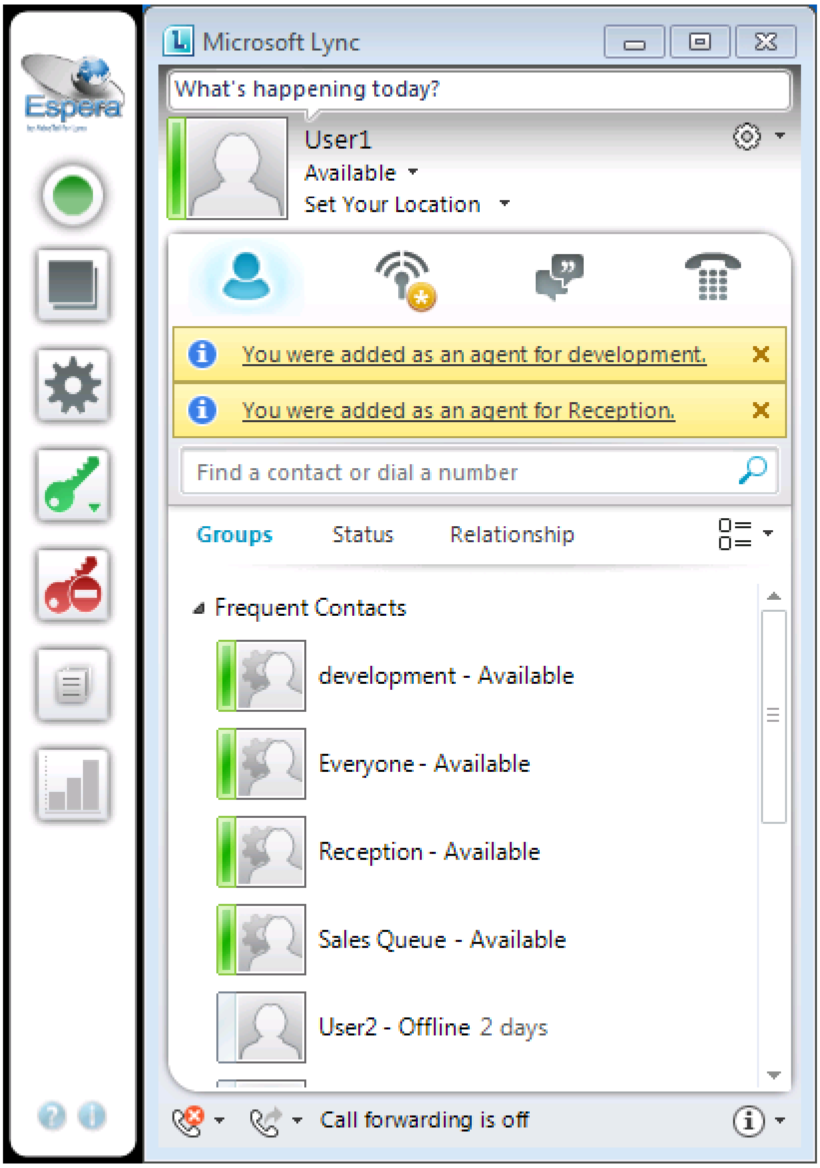


Part IV

4 Espera Client Sidebar

The Espera Client and Espera Client Sidebar is automatically started when the Microsoft Lync client is launched.

The following chapters detail the Espera sidebar features.



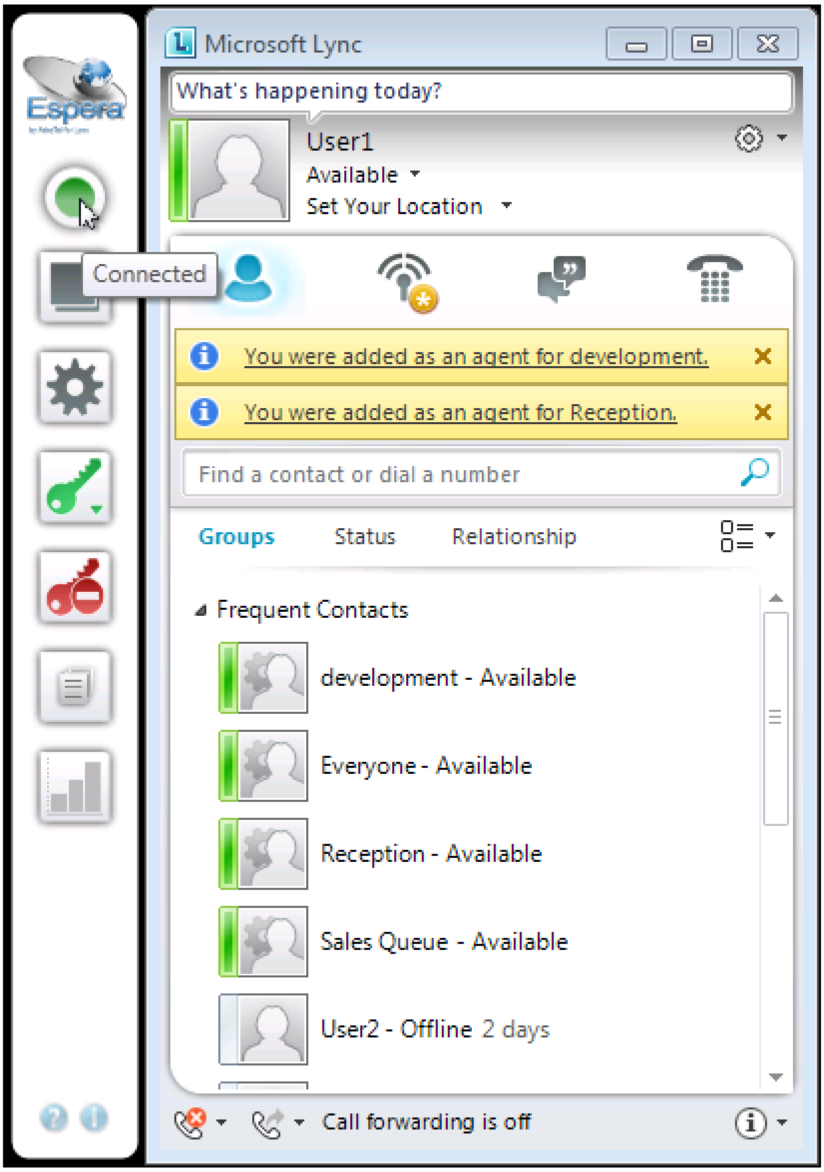
4.1 Espera Client Sidebar - "Connection Status" Button

The "Connection Status" icon displays the current connection state of the Espera Client to the Espera Server.

Green = Connected
Amber = Connecting / Attempting to connect

Red = Connection Failed

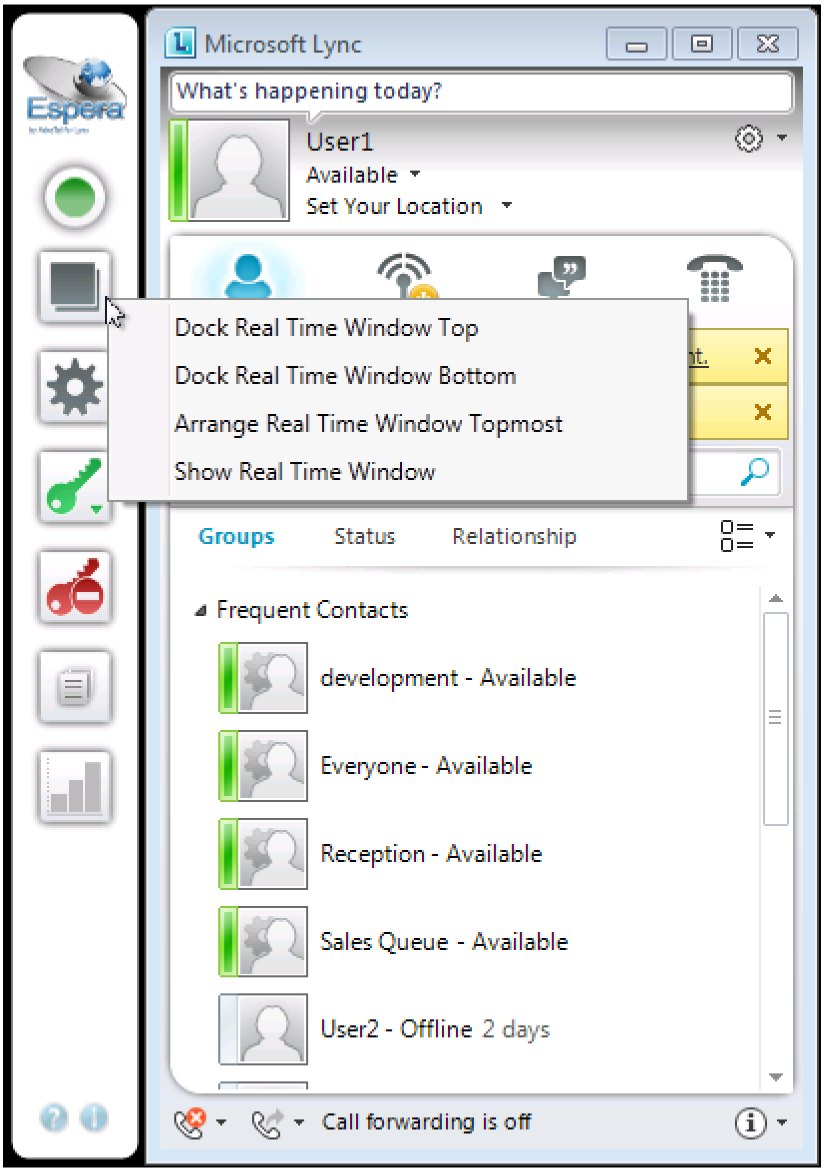
NOTE: If the connection status is "Red", ensure the Lync client is signed in, and the Espera Server is online/accessible from the Espera Client. Contact your network administrator for further information.



4.2 Espera Client Sidebar - "Espera Wallboard" Button

The "Real Time Window" options are:

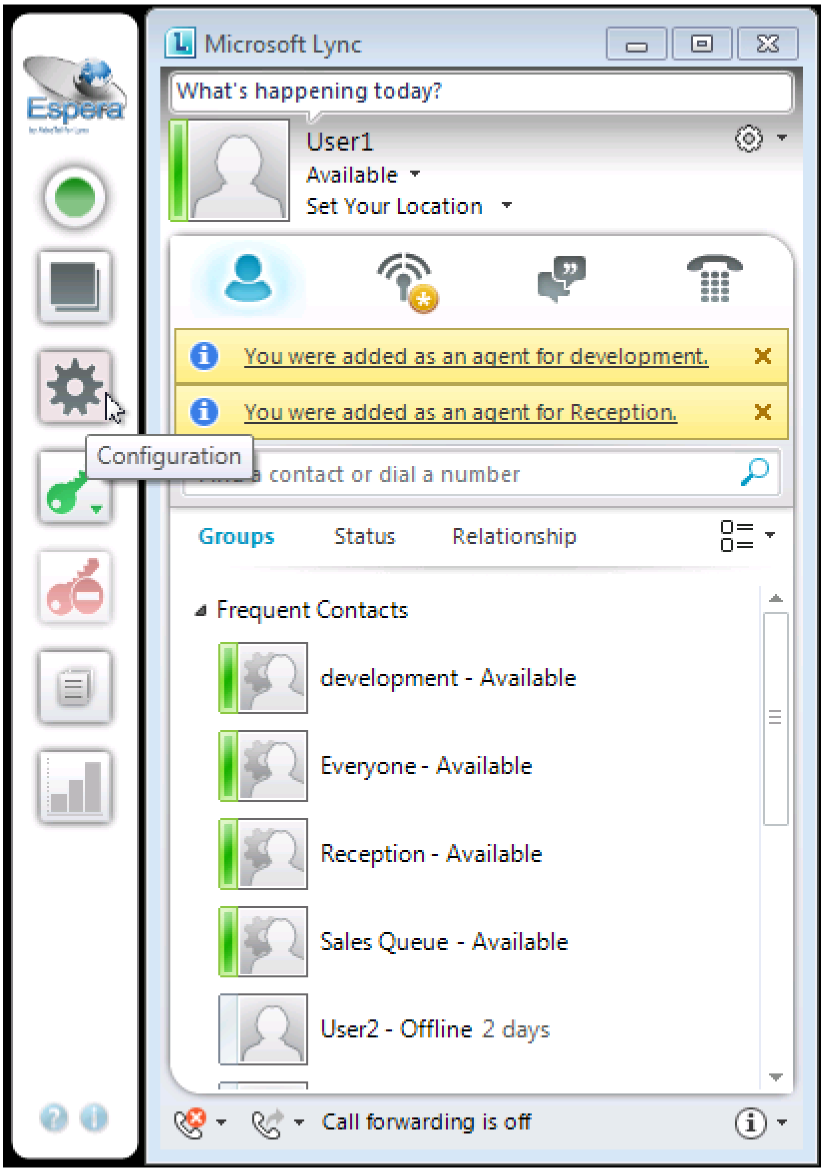
- Dock Real Time Window Top - Docks the Real Time Window to the top of the screen
- Dock Real Time Window Bottom - Docks the Real Time Window to the bottom of the screen
- Arrange Real Time Window Topmost - The Real Time Window cannot be covered by any another window
- Show / Hide the Real Time Window

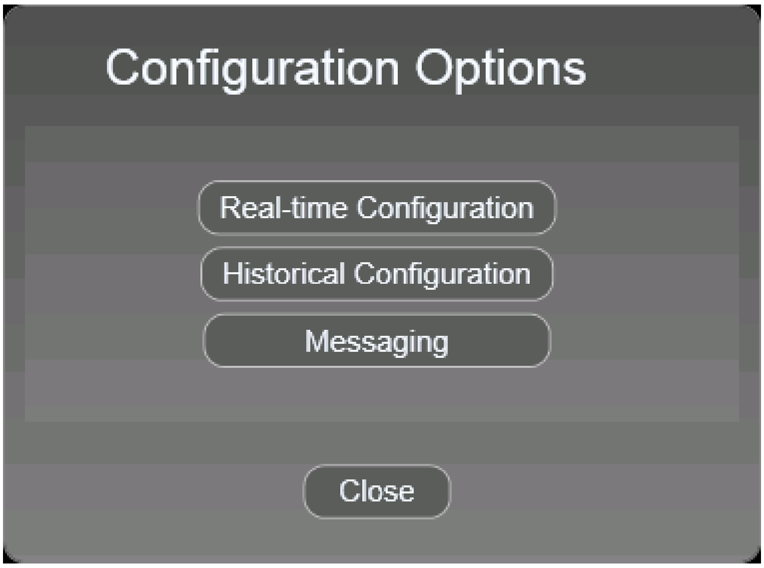


4.3 Espera Client Sidebar - "Configuration" Button

The "Configuration" button displays the Configuration Options menu, allowing the user to select the area of configuration (Real Time 42, Historical 73 or Messaging 107) they wish to change.

NOTE: The "Configuration" button is not available to "Agent" or "Wallboard" User Roles 42.

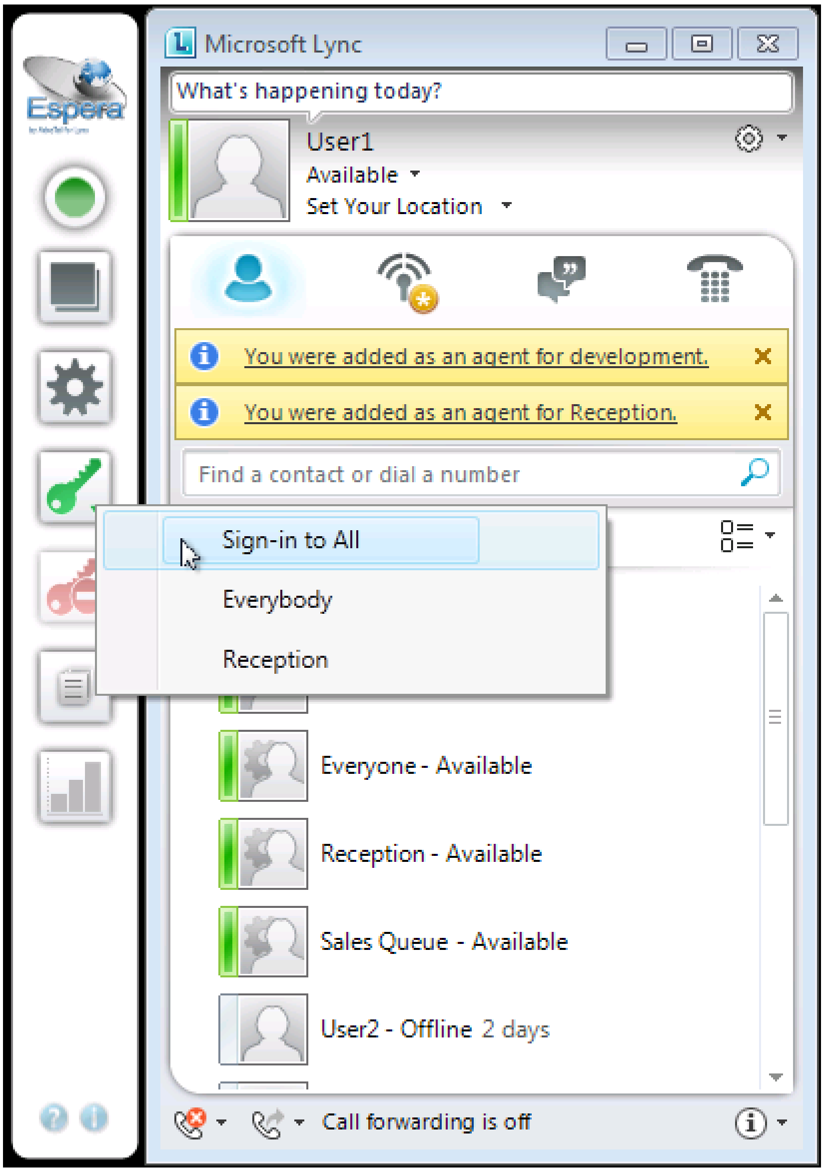

Microsoft Lync
What's happening today?
User1
Available
Set Your Location
You were added as an agent for development.
You were added as an agent for Reception.
Configuration
contact or dial a number
Groups
Status
Relationship
Frequent Contacts
development - Available
Everyone - Available
Reception - Available
Sales Queue - Available
User2 - Offline 2 days
Call forwarding is off



4.4 Espera Client Sidebar - "Sign In" Button

The "Sign In" button allows the currently logged in user to sign-in to any or all "Response Groups" listed in the popup window.

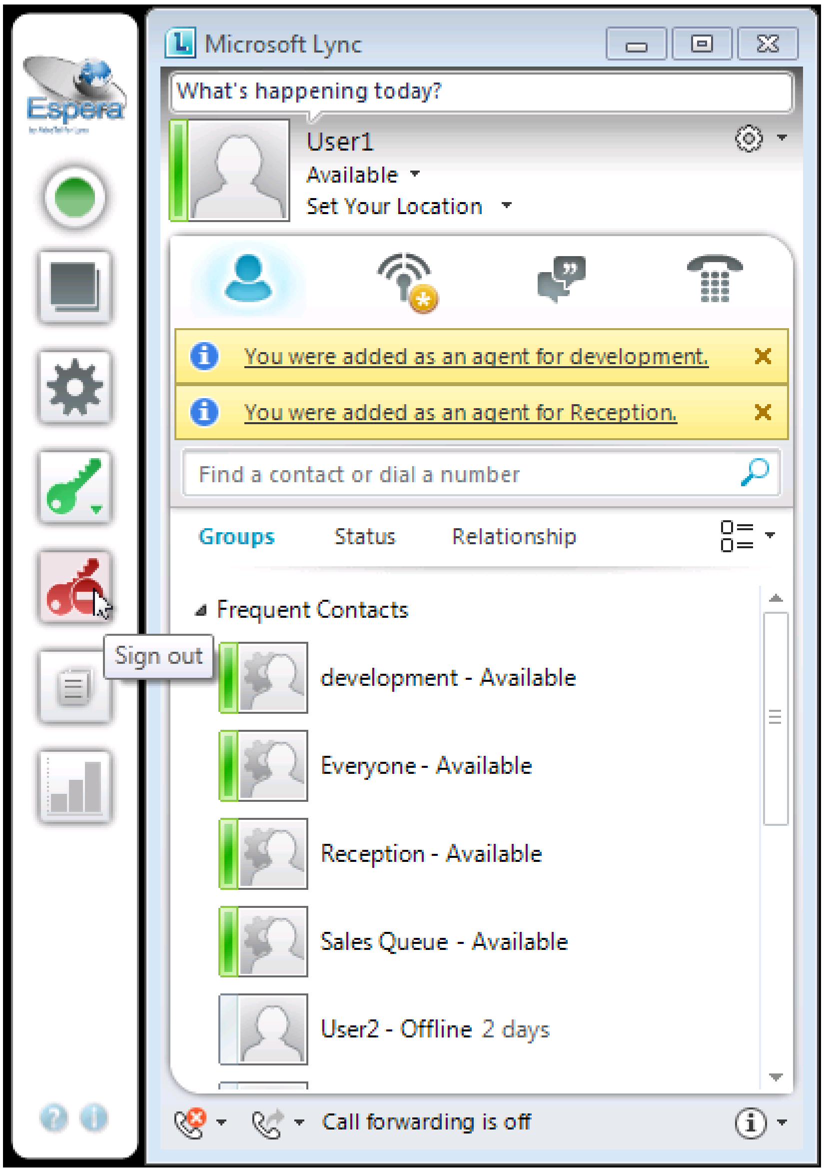
The "Sign In" button also allows the Espera Client user to "Sign Out" of specific "Response Group" whilst remaining logged into all other "Response Groups". The sign-in status is depicted as a <check> next to the "Response Group" name on the popup window.



4.5 Espera Client Sidebar - "Sign Out" Button

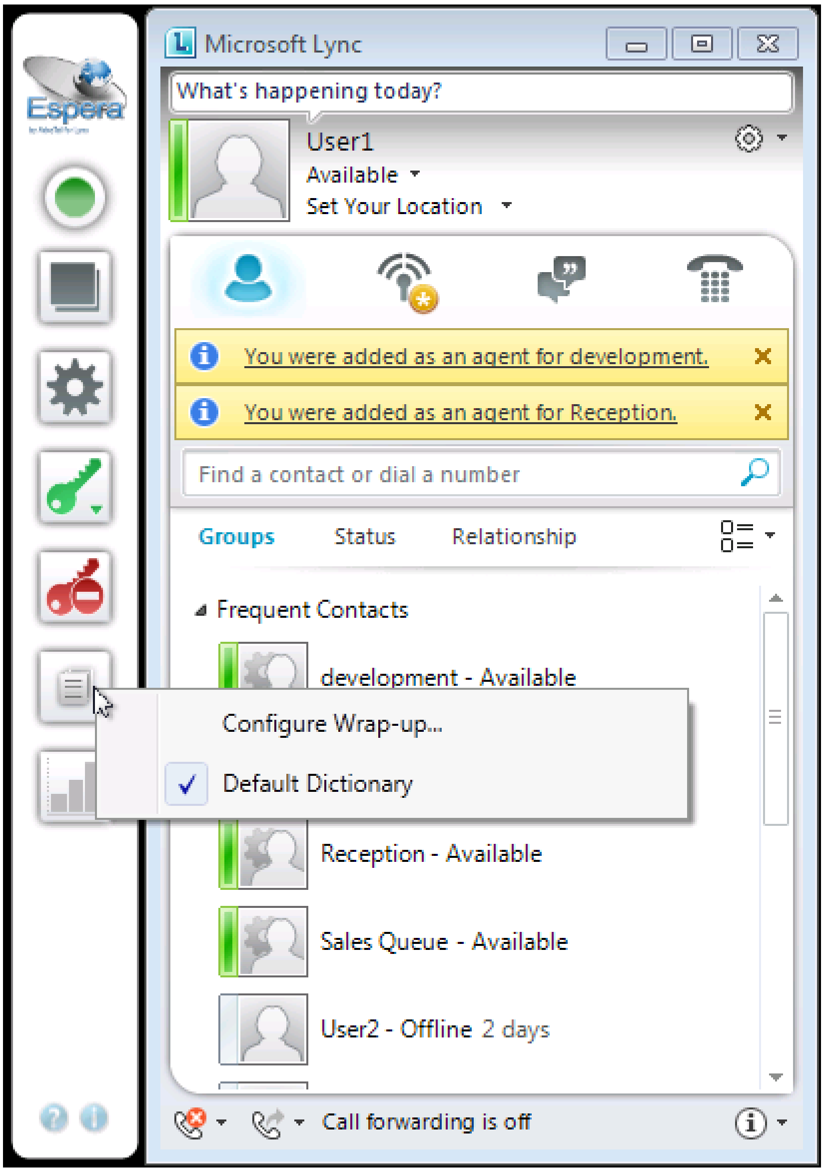
The "Sign Out" button allows the currently logged in user to sign-out of all "Response Groups" with a single mouse click.

NOTE: The sign-out button will not affect the "informal" agents.



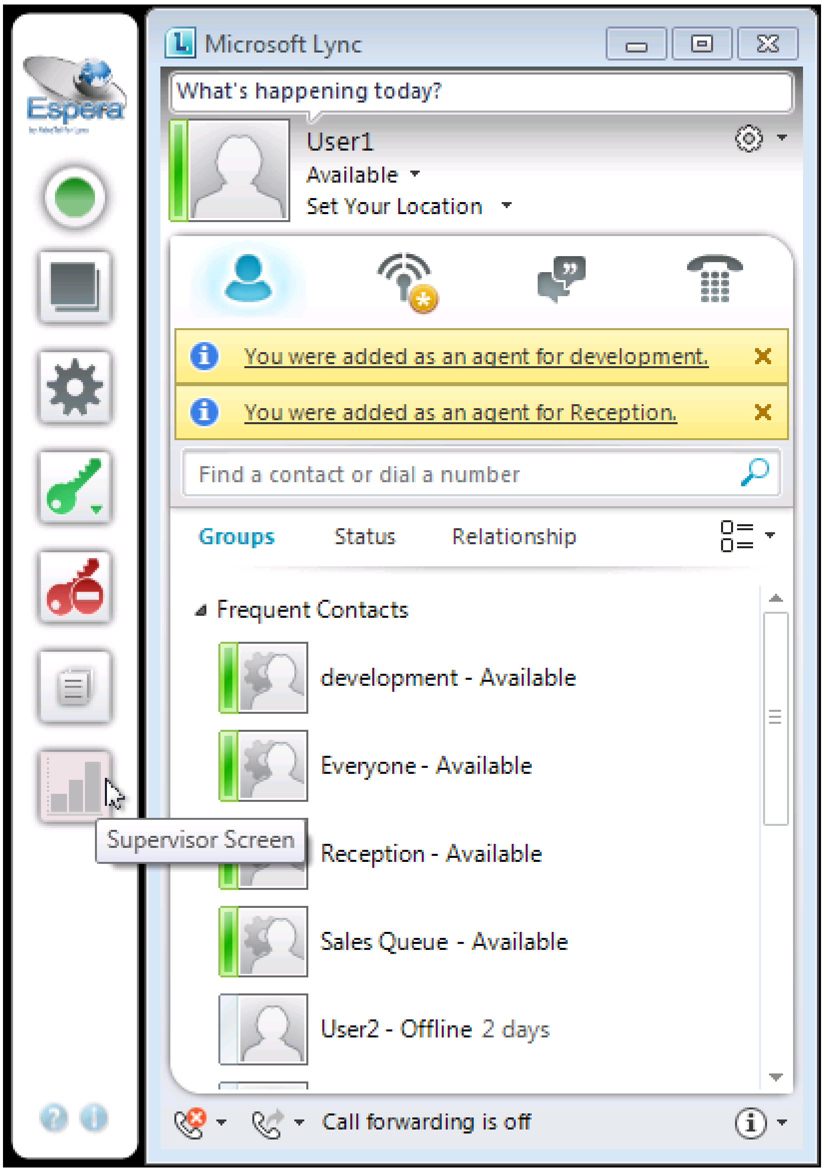
4.6 Espera Client Sidebar - "Wrap-up" Button

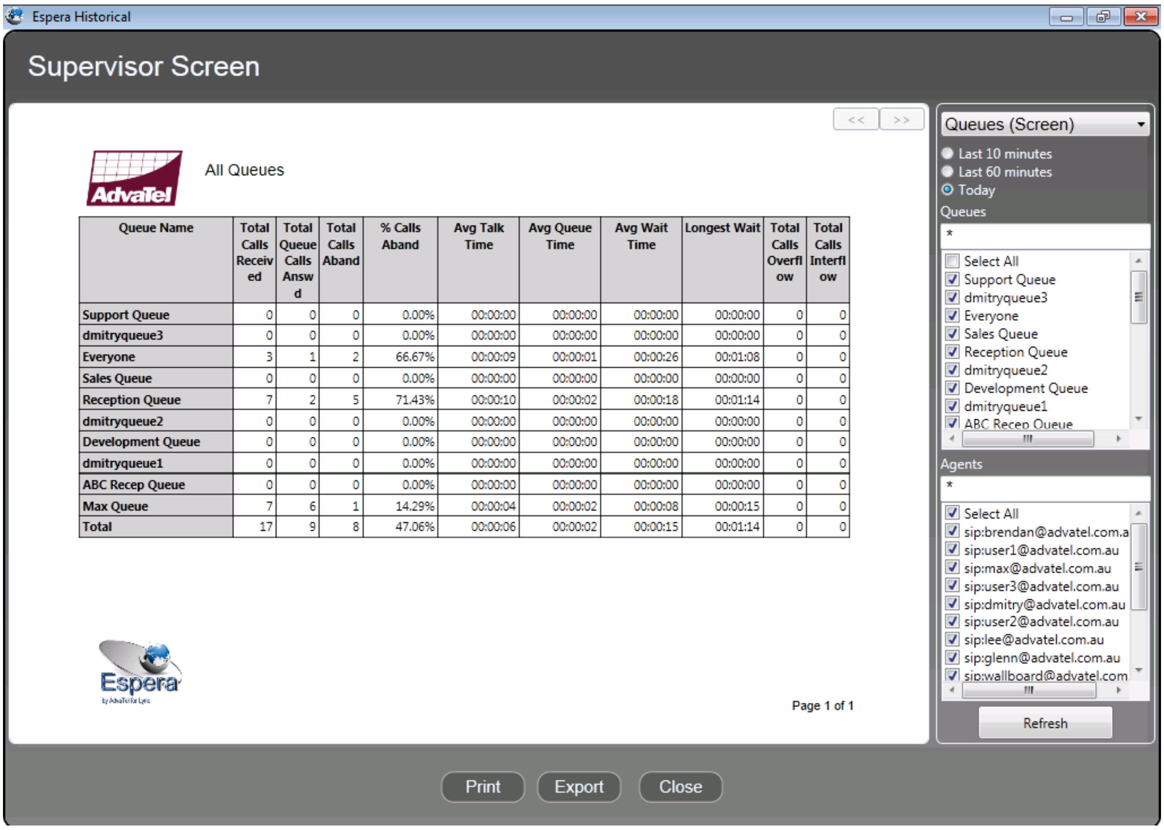
The "Wrap-up" button allows the nomination of the default dictionary to be displayed by the wrap-up dialog box after a call is completed. Administrators [42] or Supervisors [108] also have configuration access to the wrap-up dictionaries.



4.7 Espera Client Sidebar - "Supervisor Screen" Button

Available to Administrators 42 and Supervisors 108 only. The "Supervisor Screen" button allows on-screen or printed ad-hoc historical reporting from the configured historical reports for the selected time period (Last 10 minutes, Last 60 minutes or Today).

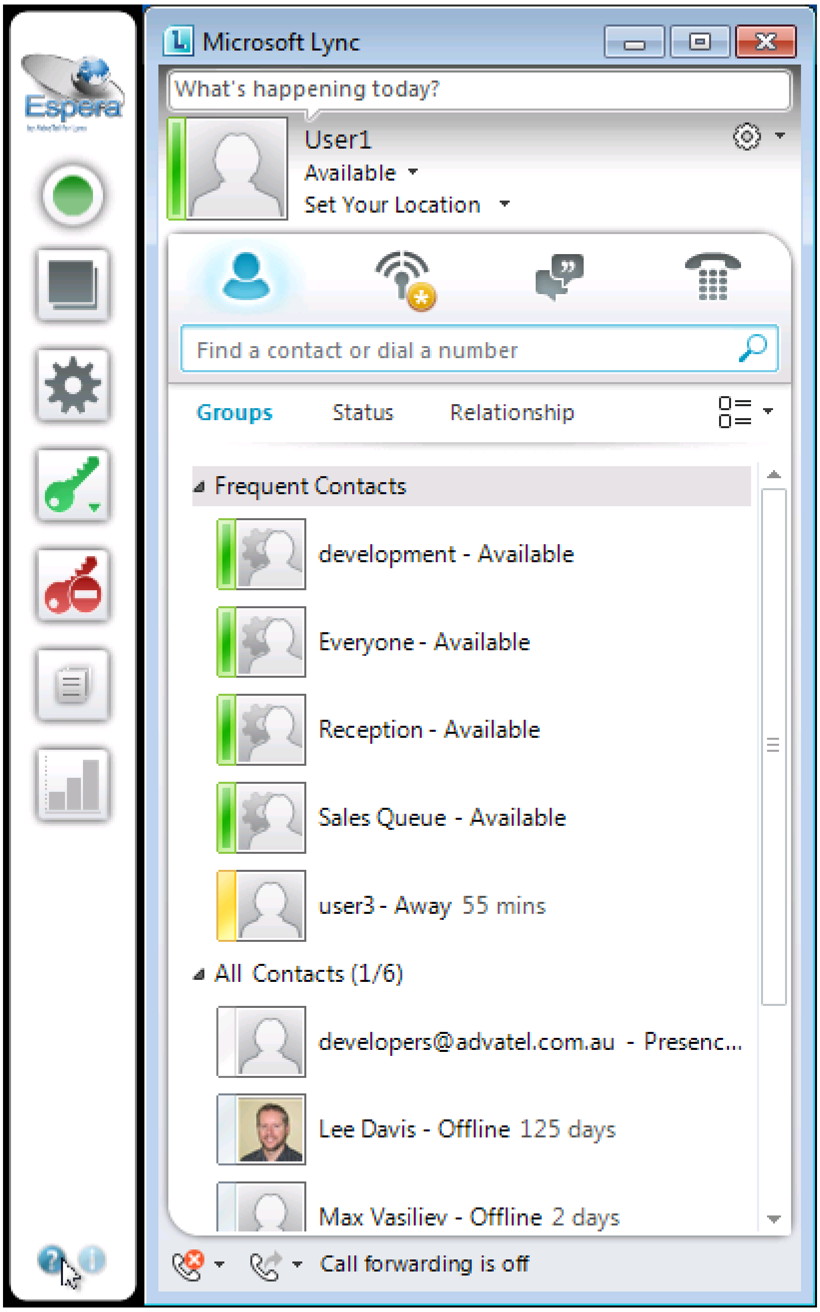

Microsoft Lync
What's happening today?
User1
Available
Set Your Location
You were added as an agent for development.
You were added as an agent for Reception.
Find a contact or dial a number
Groups
Status
Relationship
Frequent Contacts
development - Available
Everyone - Available
Reception - Available
Sales Queue - Available
User2 - Offline 2 days
Supervisor Screen
Call forwarding is off



Queue Name	Total Calls Received	Total Queue Calls Answd	Total Calls Aband	% Calls Aband	Avg Talk Time	Avg Queue Time	Avg Wait Time	Longest Wait	Total Calls Overflow	Total Calls Interflow
Support Queue	0	0	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	0	0
dmitryqueue3	0	0	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	0	0
Everyone	3	1	2	66.67%	00:00:09	00:00:01	00:00:26	00:01:08	0	0
Sales Queue	0	0	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	0	0
Reception Queue	7	2	5	71.43%	00:00:10	00:00:02	00:00:18	00:01:14	0	0
dmitryqueue2	0	0	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	0	0
Development Queue	0	0	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	0	0
dmitryqueue1	0	0	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	0	0
ABC Recep Queue	0	0	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	0	0
Max Queue	7	6	1	14.29%	00:00:04	00:00:02	00:00:08	00:00:15	0	0
Total	17	9	8	47.06%	00:00:06	00:00:02	00:00:15	00:01:14	0	0

4.8 Espera Client Sidebar - "Help" Button

Launches the online Espera User Manual

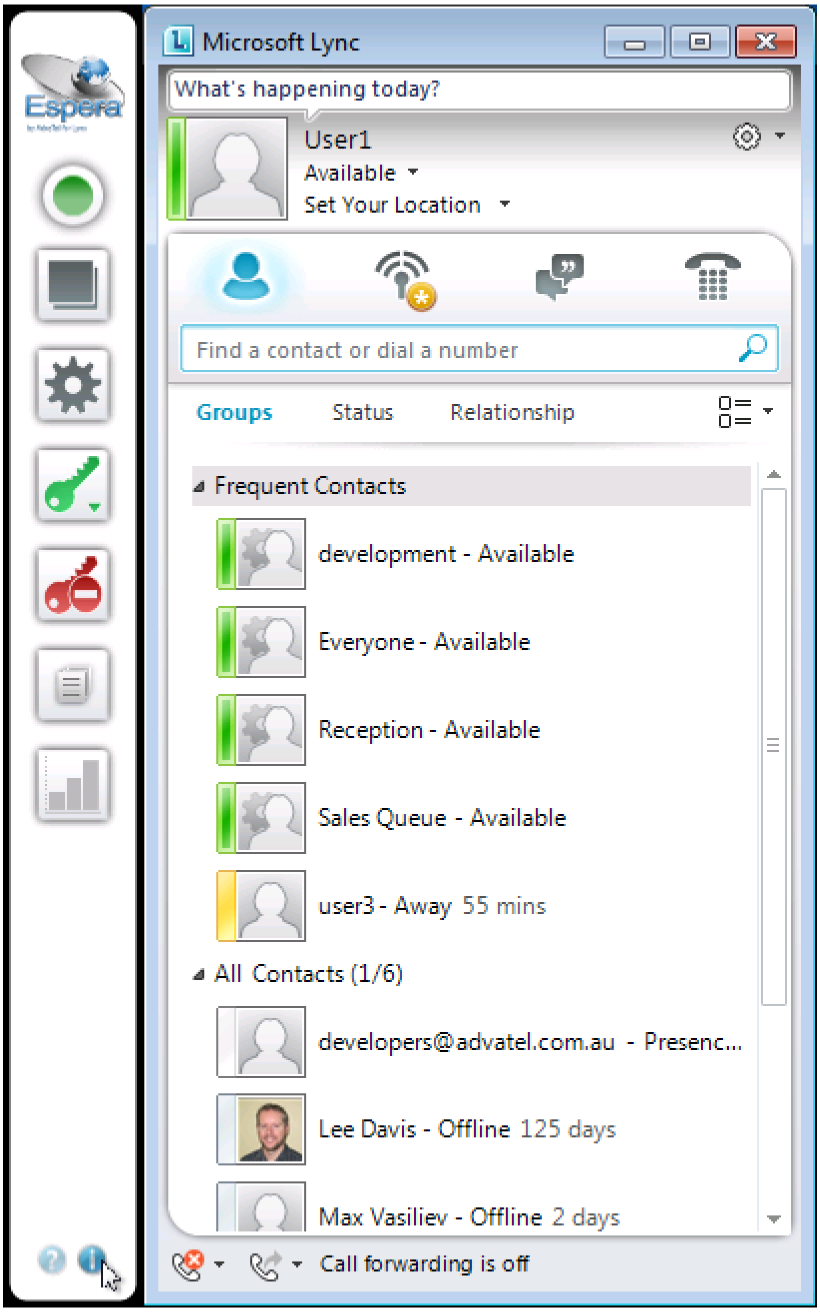


4.9 Espera Client Sidebar - "About" Button

Launches the "About Espera" dialogue containing:

- Espera Client Version Information
- License Agreement

- Export Log (Exports the Espera Client log file for use by support)



Part V

5 Espera Client Configuration

The level of configuration settings for the Espera Client is controlled by the "User's" role, as configured by the administrator in the Espera Configuration Manager.

Initial setup and configuration of the Espera Real Time display can only be performed by the Lync user whose URI is specified as the "administrator URI" in the Espera Server Configuration Manager, or, if partitioning is enabled, by the Lync user whose URI is specified as the "administrator URI" for that specific domain.

5.1 Espera Client Roles

The Espera has provision for four (4) User 48 roles:

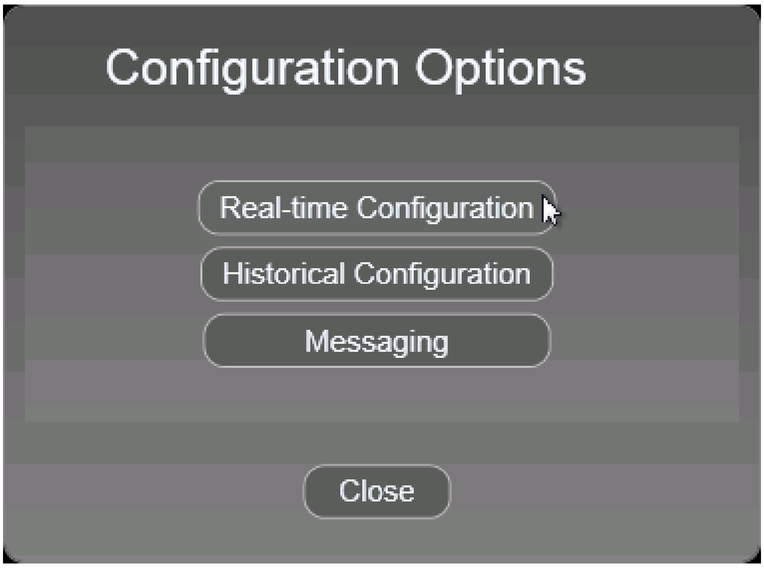
- Administrator 42
- Supervisor 108
- Agent 109
- Wallboard 110

5.2 Administrator Configuration

Administrators have full and unrestricted access to all configuration options available at the Espera client.

Administrators configure "User Sets 44", assign "Users 48" to the "User Sets", allocate a role to the "User" and configure Real Time displays for either individual "Users" , "User Sets" or "Default Configuration 43"..

5.2.1 Real Time Configuration



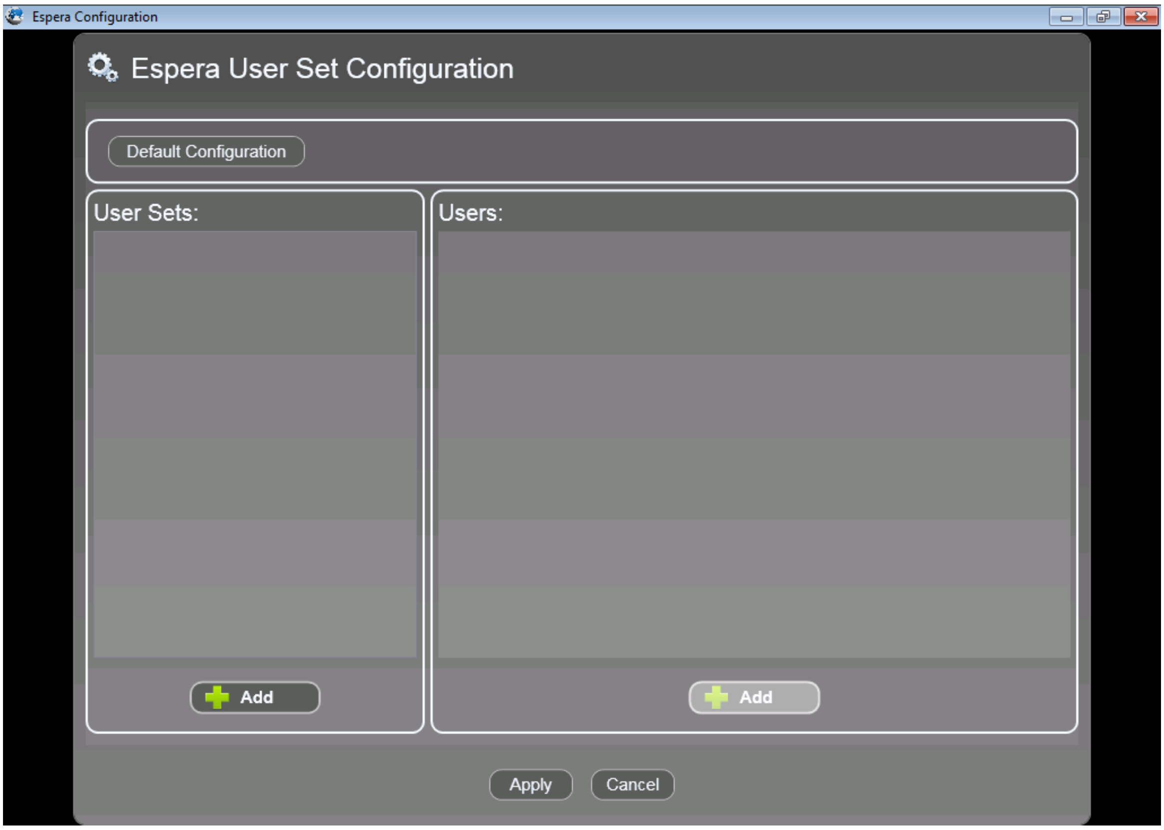
5.2.1.1 Create/Modify the Real-Time Display "Default Configuration"

The "Default Configuration" applies to all "User Sets" and/or "Users" whose Real Time display configuration is displayed as "Inherited". "Inherited" is the default for all newly created "User Sets" and "Users". If Real Time display configuration has been previously assigned to a "User Set" or "User" it can be reset to "Inherited" by clicking on the <Reset> button.

If the "Default Configuration" is "Inherited", then an Espera User will receive NO Real Time display, if no "Custom" Real Time display configuration is assigned to the "User Set" or "User".

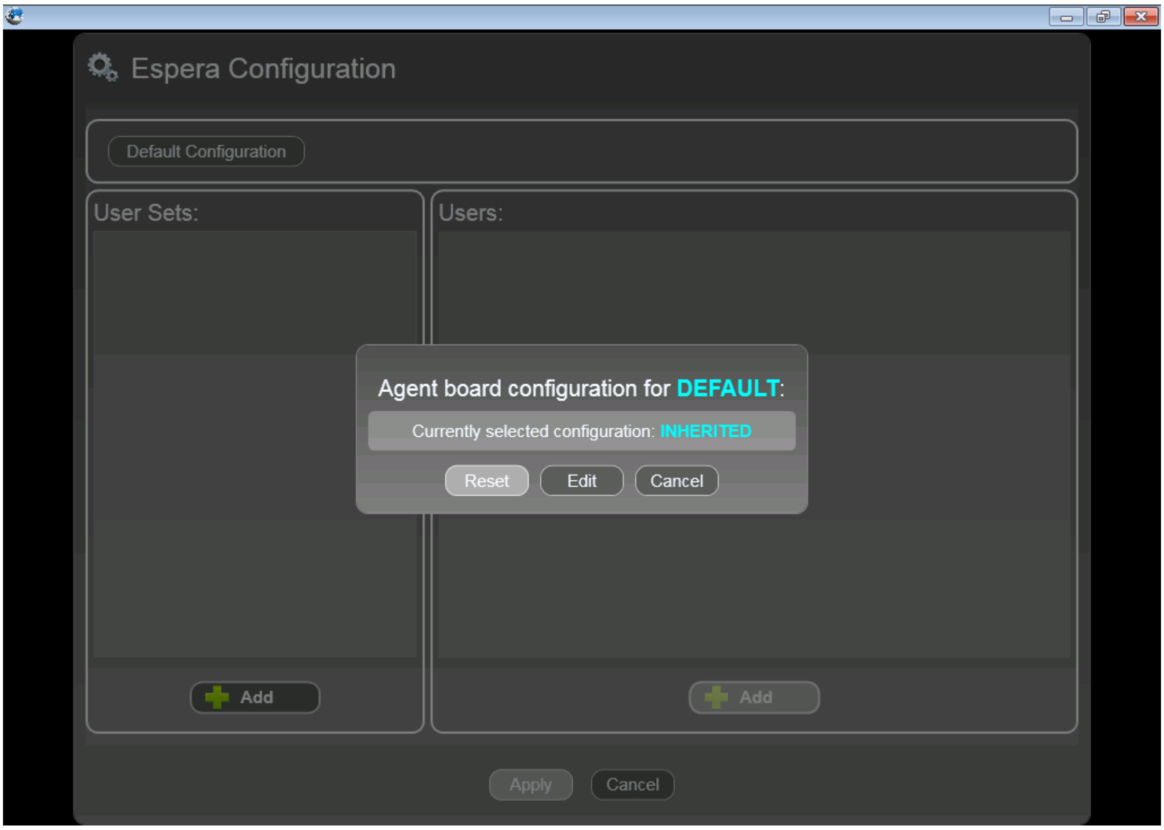
5.2.1.1.1 Create/Modify the Real-Time Display "Default Configuration" - Step 1

Select <Default Configuration>



5.2.1.1.2 Create/Modify the Real-Time Display "Default Configuration" - Step 2

Select <Edit> to create the "Default Configuration" template



5.2.1.1.3 Create/Modify the Real-Time Display "Default Configuration" - Step 3

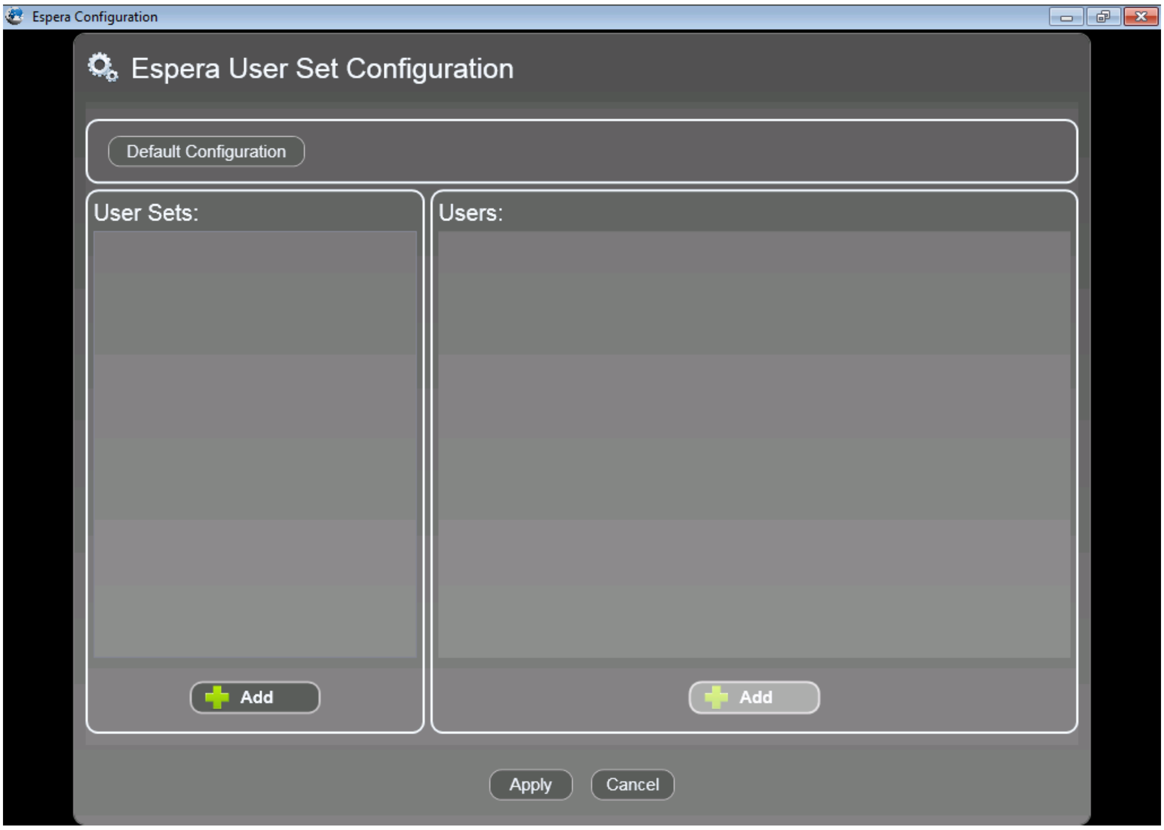
Follow directions from Create/Modify a "Custom" Real-Time Display- Step 3 56 onwards

5.2.1.2 Create/Modify "User Sets"

A "User Set" is a group of Users (not to be confused with Microsoft Lync Response Groups). "User Sets" introduce a way to assign the same Real-Time display configuration to multiple "Users" at once. The Real-Time configuration assigned to a "User Set" will be applicable to all "Users" added to the set unless the "User" has an individual "Custom" Real-Time display configuration assigned to it.

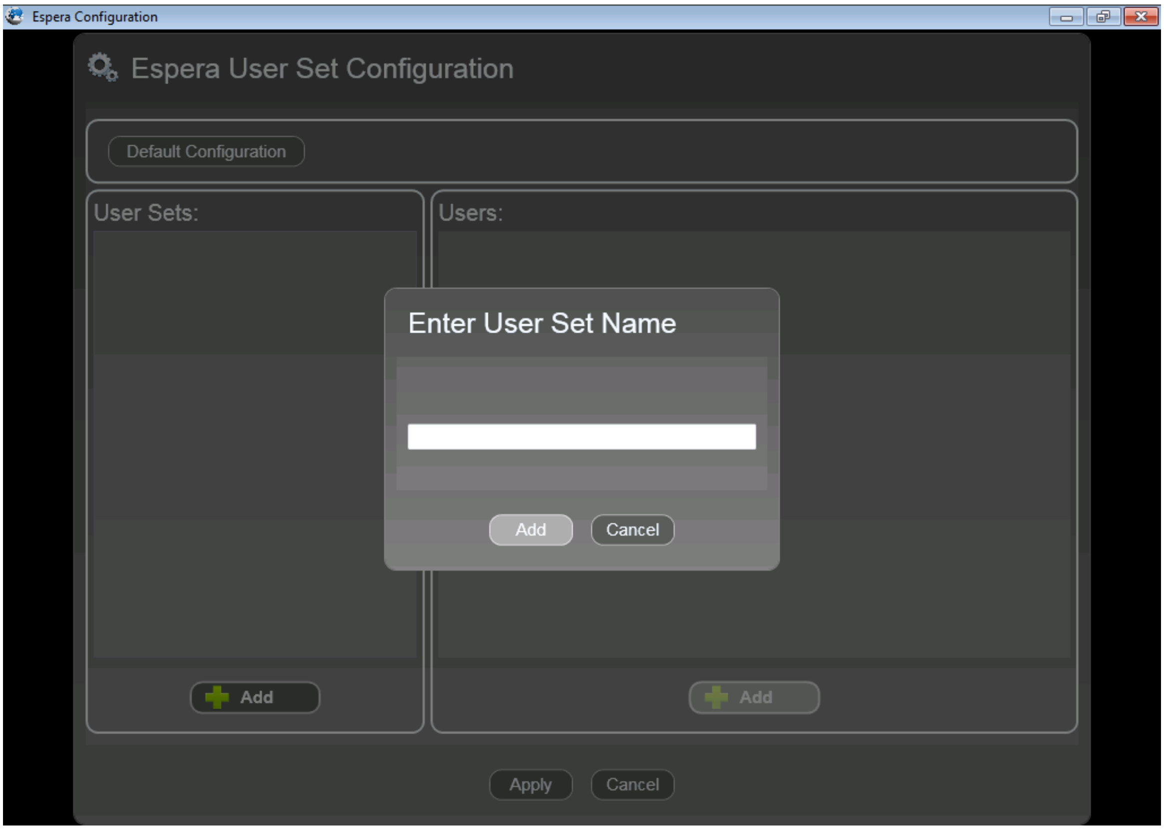
5.2.1.2.1 Create/Modify "User Sets" - Step 1

Select <Add> from the "User Sets" column



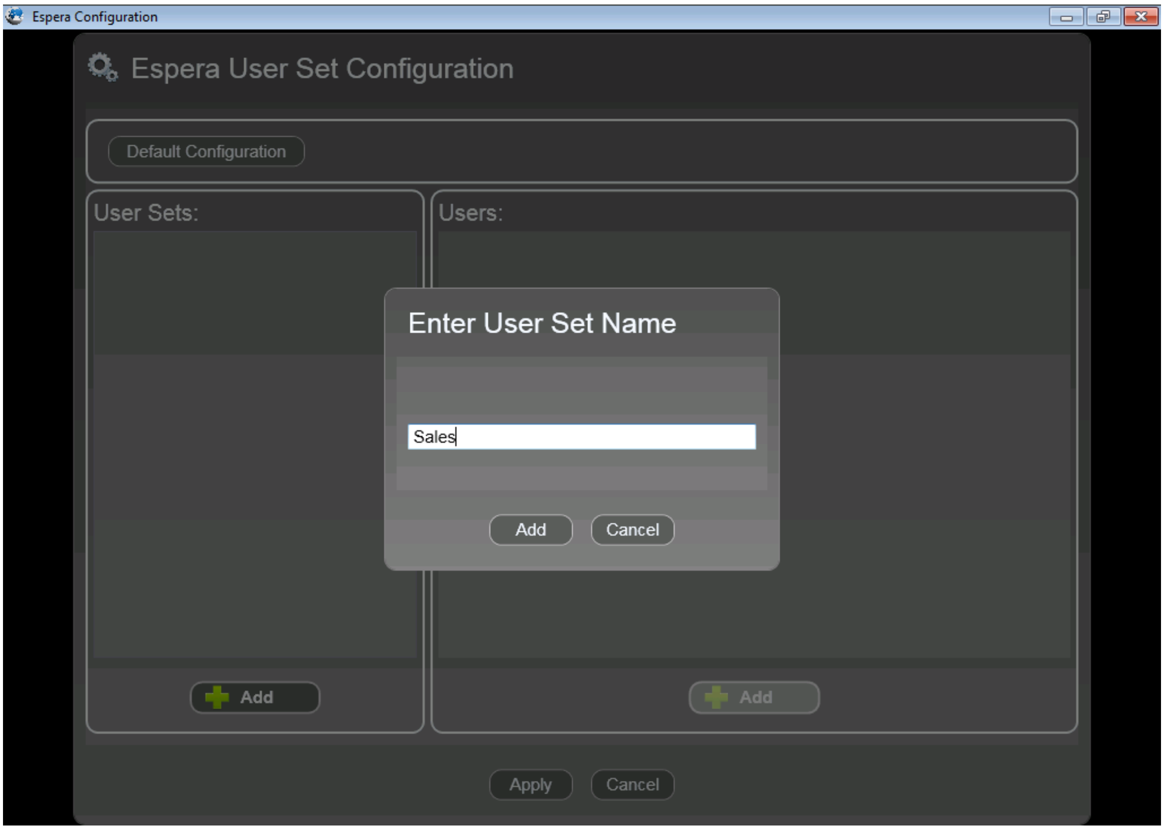
5.2.1.2.2 Create/Modify "User Sets" - Step 2

Create a name for the User Set



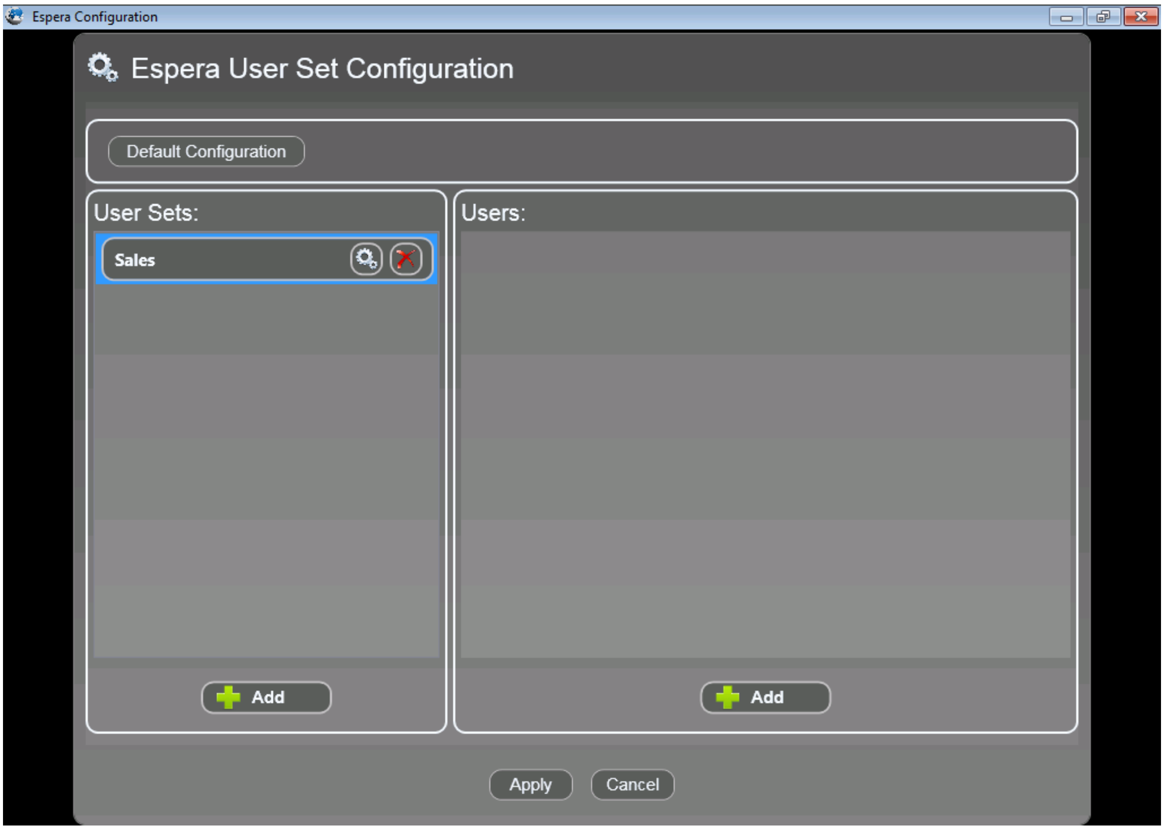
5.2.1.2.3 Create/Modify "User Sets" - Step 3

Select <Add> to confirm the newly created "User Set"



5.2.1.2.4 Create/Modify "User Sets" - Step 4

Confirm the "User Set" has created correctly by selecting the name of the newly created "User Set". The <Add> button in the "Users" column will now be active.



5.2.1.3 Assign "Users" to "User Sets"

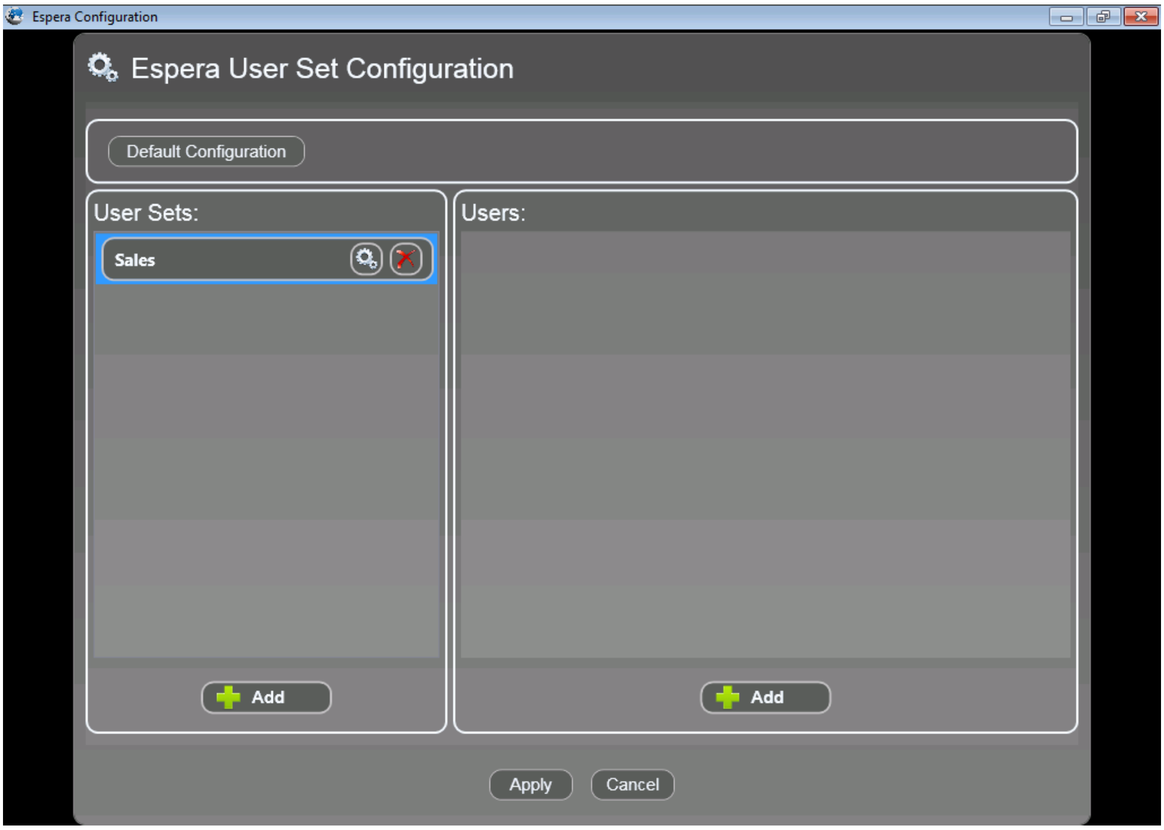
Espera "Users" and Microsoft Lync Users are the same and are identified by their SIP URI.

When a "User" logs into Microsoft Lync, Espera will automatically provide that user with the Real-Time Display assigned to it.

5.2.1.3.1 Assign "Users" to "User Sets" - Step 1

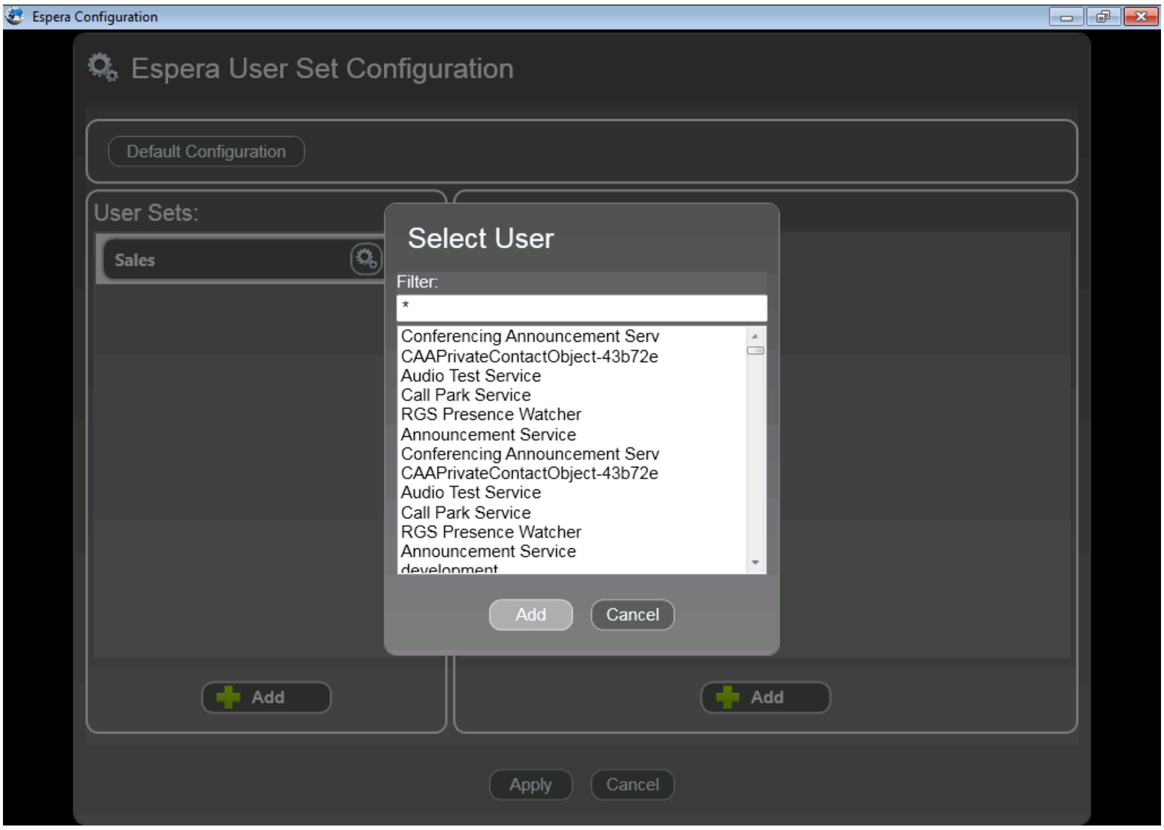
1. Select the name of the "User Set" to add users into.

2. Select the <Add> button in the "Users" column.


Espera Configuration
Espera User Set Configuration
Default Configuration
User Sets:
Sales
Users:
Add
Add
Apply
Cancel

5.2.1.3.2 Assign "Users" to "User Sets" - Step 2

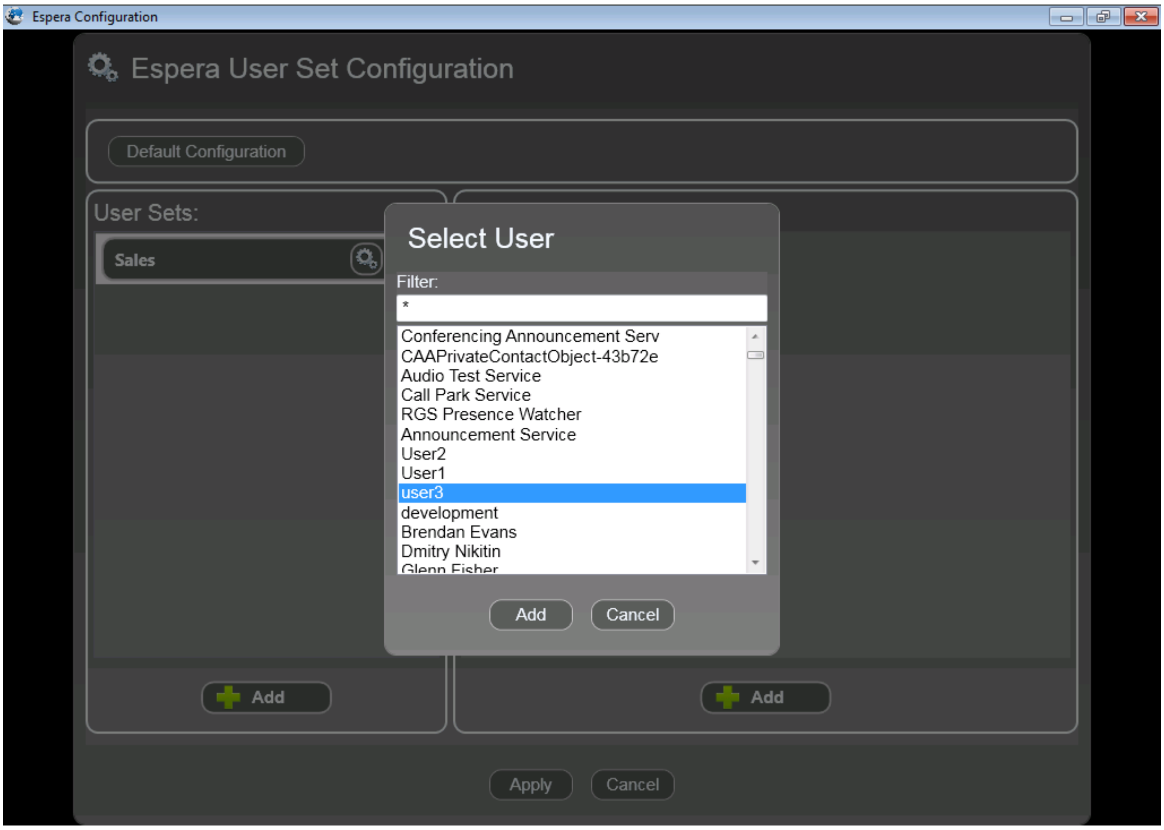
Scroll, or enter the users name in the "Filter", to find the user to add into the "User Set"



5.2.1.3.3 Assign "Users" to "User Sets" - Step 3

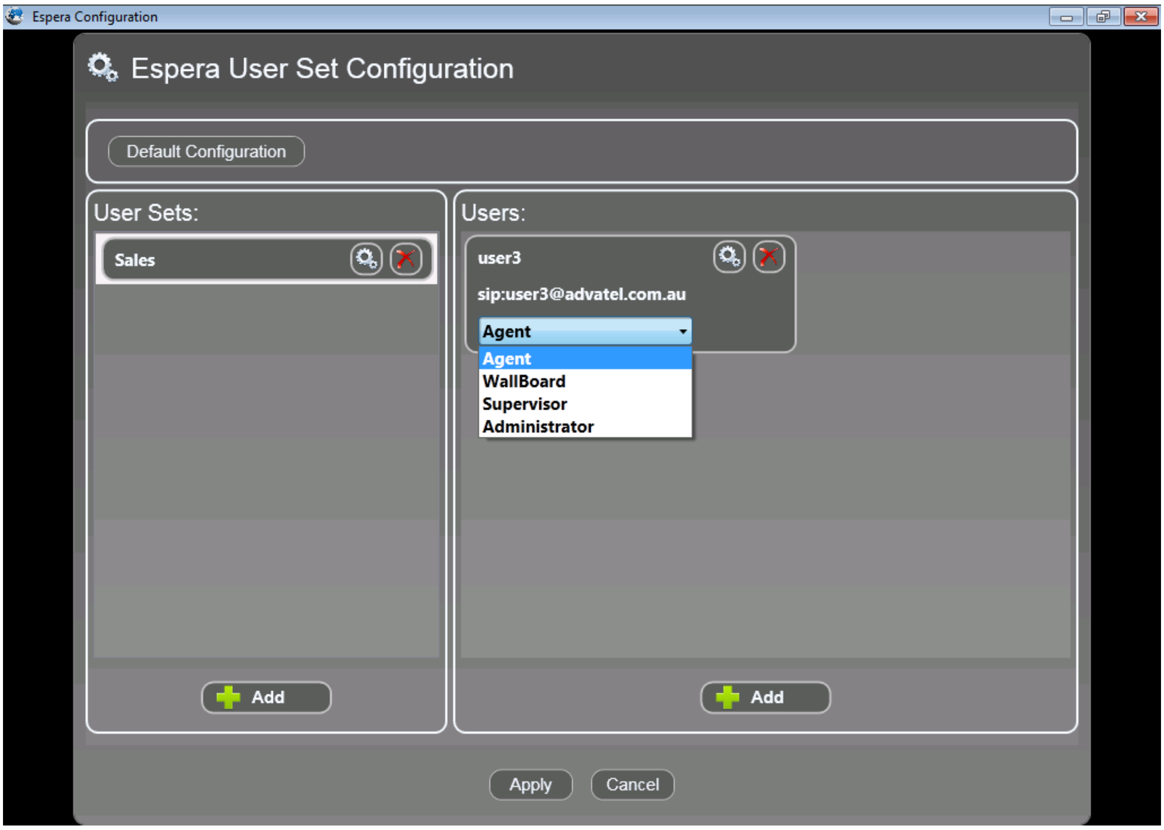
1. Select the user name to add into the "User Set"

2. Select <Add>


Espera Configuration
Espera User Set Configuration
Default Configuration
User Sets:
Sales
Select User
Filter:
*
Conferencing Announcement Serv
CAAPrivateContactObject-43b72e
Audio Test Service
Call Park Service
RGS Presence Watcher
Announcement Service
User2
User1
user3
development
Brendan Evans
Dmitry Nikitin
Add
Cancel
Add
Add
Apply
Cancel

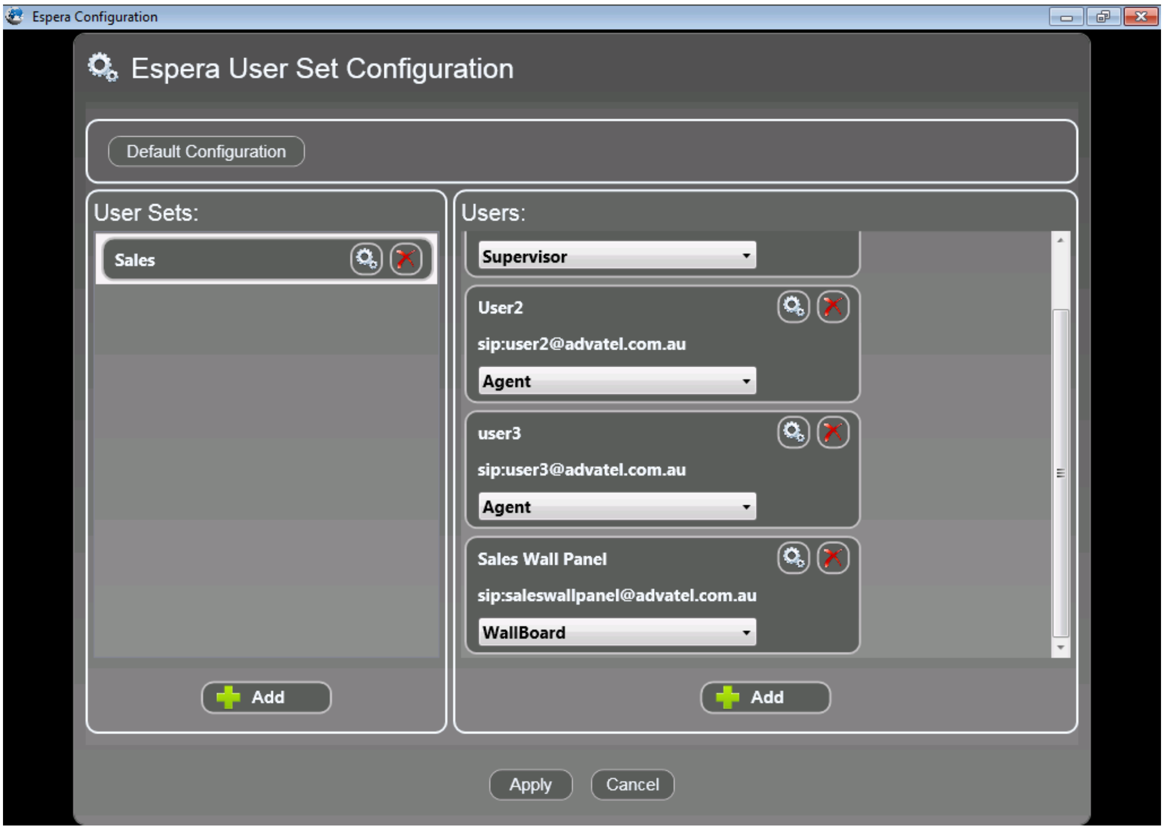
5.2.1.3.4 Assign "Users" to "User Sets" - Step 4

Select the "User" role 42 from the drop down list



5.2.1.3.5 Assign "Users" to "User Sets" - Step 5

Once all "Users" have been added to the "User Set" (with the appropriate role), select <Apply> to confirm the updated configuration into the Espera Server.



5.2.1.4 Create/Modify a "Custom" Real-Time Display

The Real-Time Display can be either "INHERITED" or "CUSTOM".

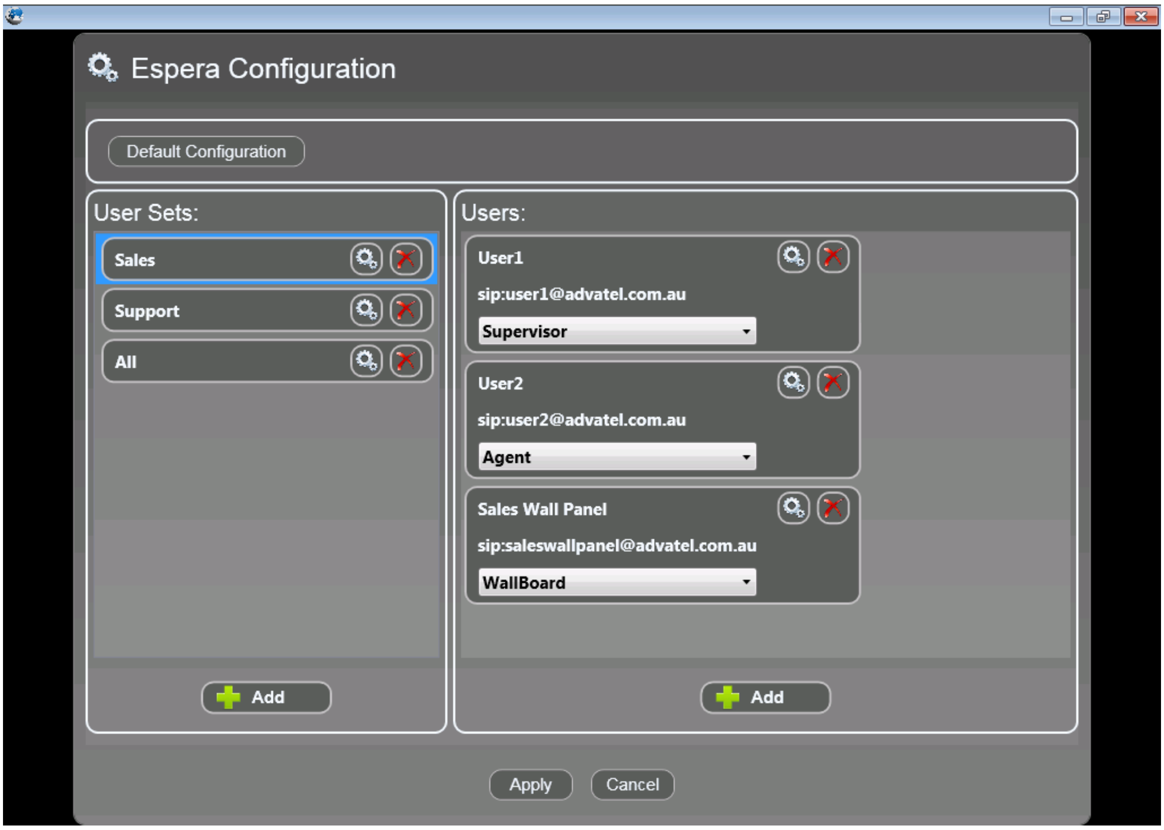
"INHERITED" is using the Real-Time Display configuration from the parent associated to *that* configuration (i.e. a User's 48 parent is the User Set 44, which that user is assigned too. A User Set's 44 parent is the Default Configuration 43).

A "CUSTOM" Real-Time Display, is a customized Real-Time Display configuration belonging to that User Set 44 or User 48.

5.2.1.4.1 Create/Modify a "Custom" Real-Time Display - Step 1

1. Select the "User Group" to create the "Custom" Real-Time Display configuration.

2. Click on the  icon to select the template options

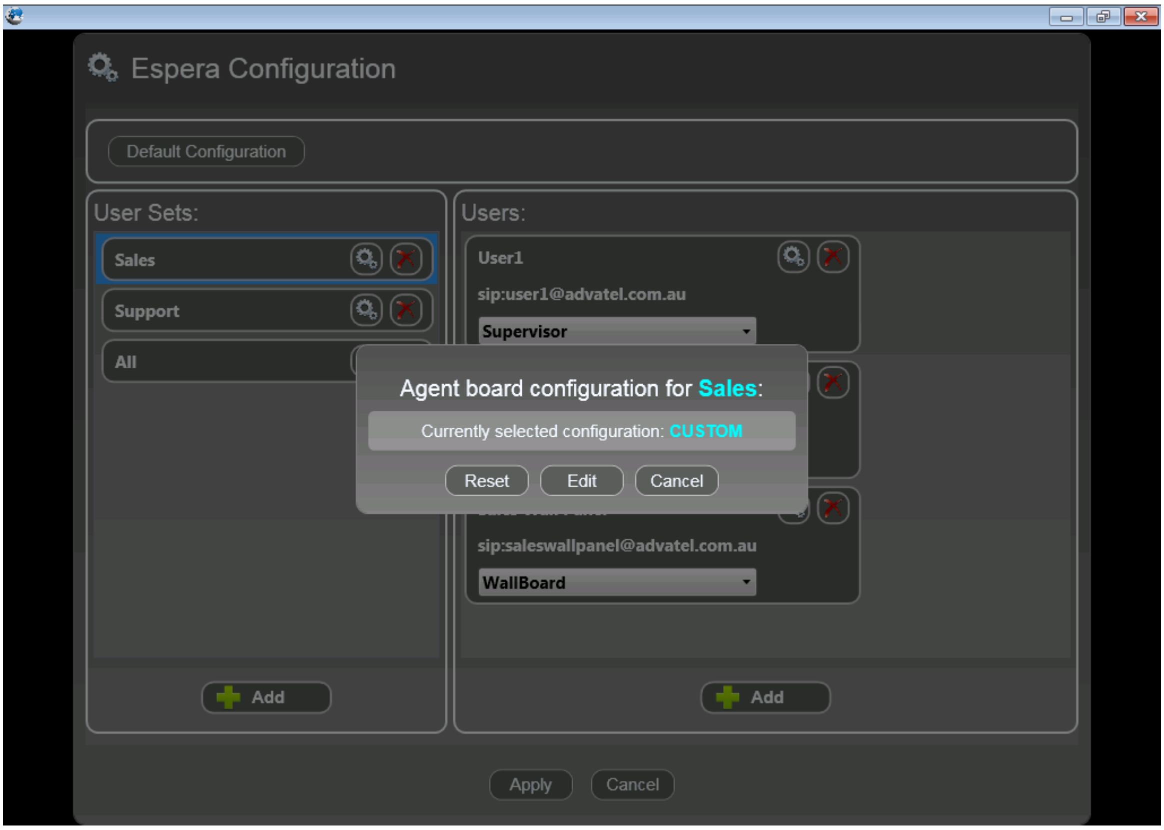


5.2.1.4.2 Create/Modify a "Custom" Real-Time Display - Step 2

Select <Edit> to create a "Custom" Real-Time Display configuration

OR

Select <Reset> to reset the Real-Time Display configuration to "INHERITED" (i.e. use the parent configuration)

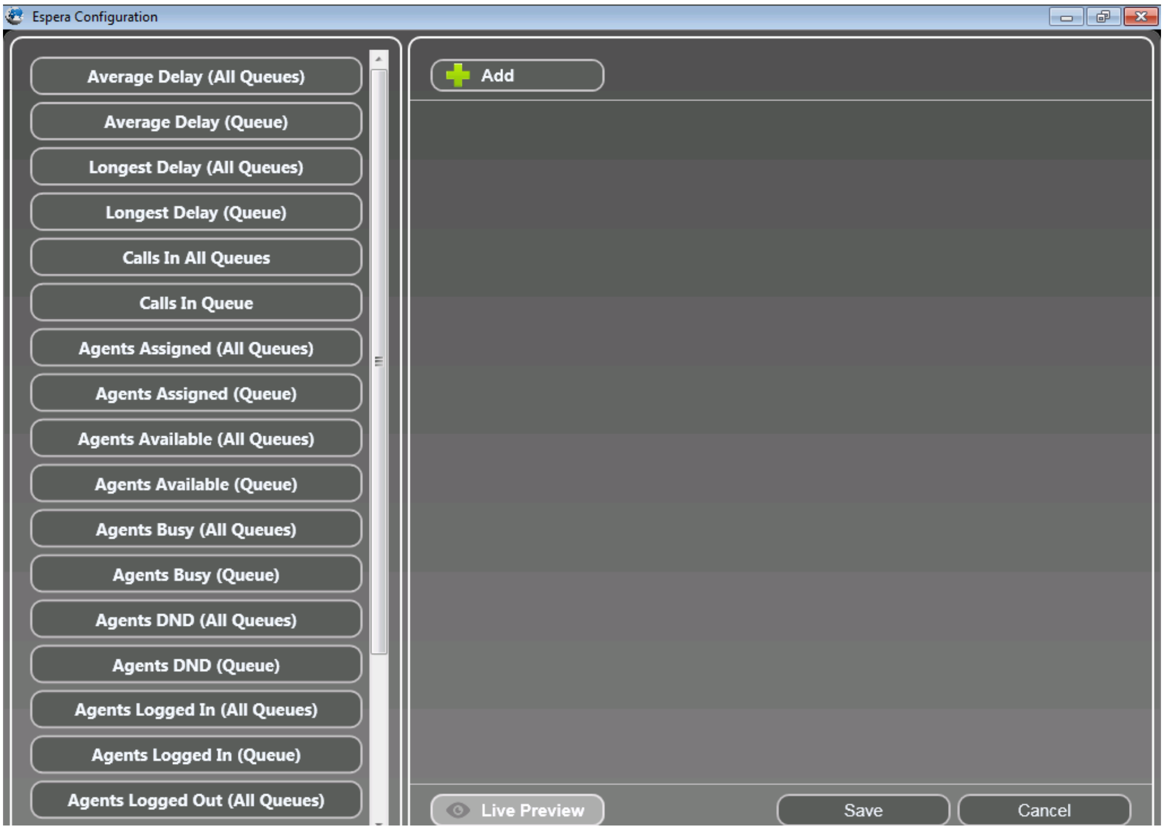


5.2.1.4.3 Add a Real-Time Display Row

A "Custom" Real-Time Display configuration can contain one (1) or many rows to display field information for one (1) or multiple Microsoft Lync Queues.

5.2.1.4.3.1 Add a Real-Time Display Row - Step 1

Select <Add> to create a "Row" to display in the Espera Real-Time Display.



5.2.1.4.3.2 Add a Real-Time Display Row - Step 2

Select <Add> again to create as many "Rows" as required to be displayed in the Espera Real-Time Display.

5.2.1.4.4 Add Fields to a Row

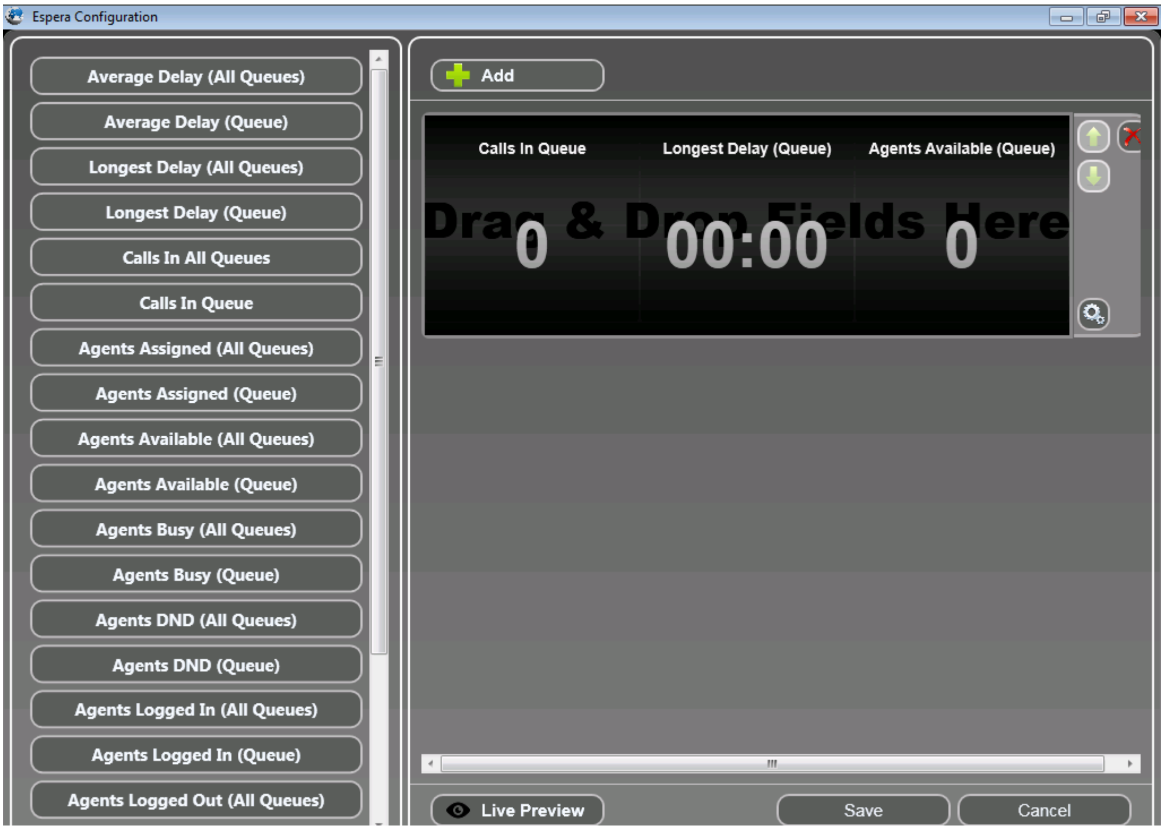
A "Row" can contain zero or many fields to be displayed on the Espera Real-Time Display.

5.2.1.4.4.1 Add Fields to a Row - Step 1

To assign fields to a row, drag and drop the required field from the available list into the desired location in the required row (if multiple rows have been created).

5.2.1.4.4.2 Add Fields to a Row - Step 2

Continue adding fields to the row(s), until all required fields are added and located in the desired position within the row(s).



5.2.1.4.5 Create / Modify Field Thresholds

Each field can be configured to change it's display characteristics based on threshold settings.

Characteristics available to each individual threshold setting are:

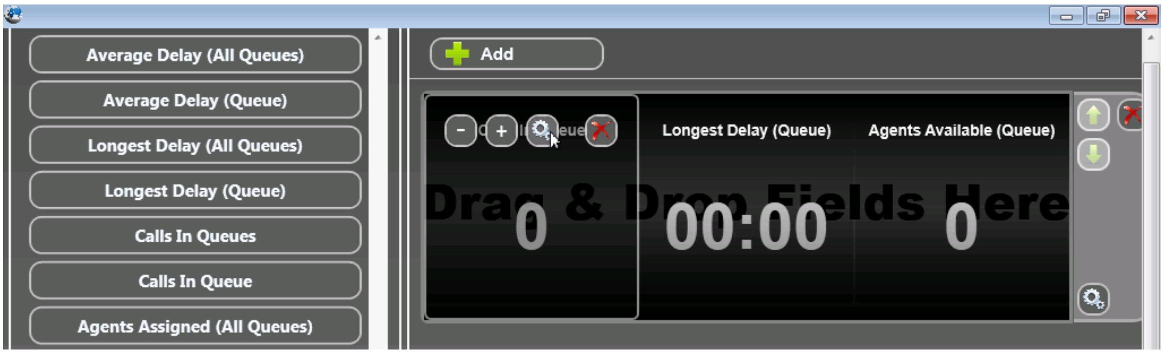
Font Color - White, Green, Amber, Red

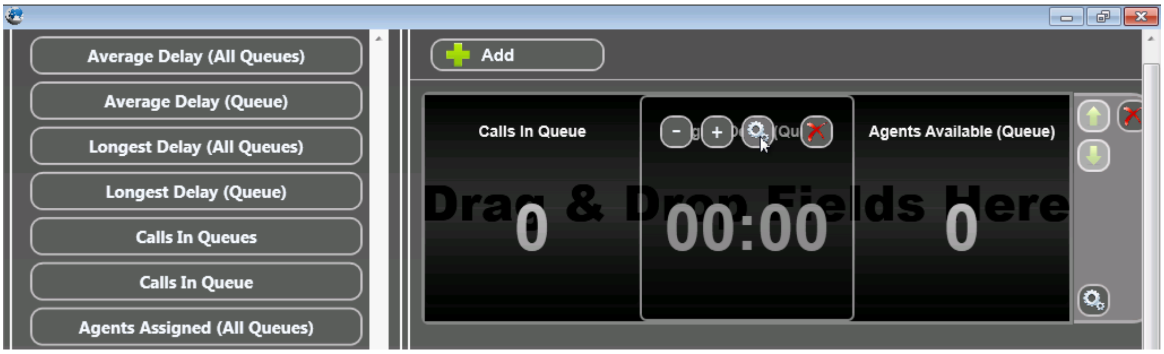
Background Color - Green, Amber, Red, Transparent, White

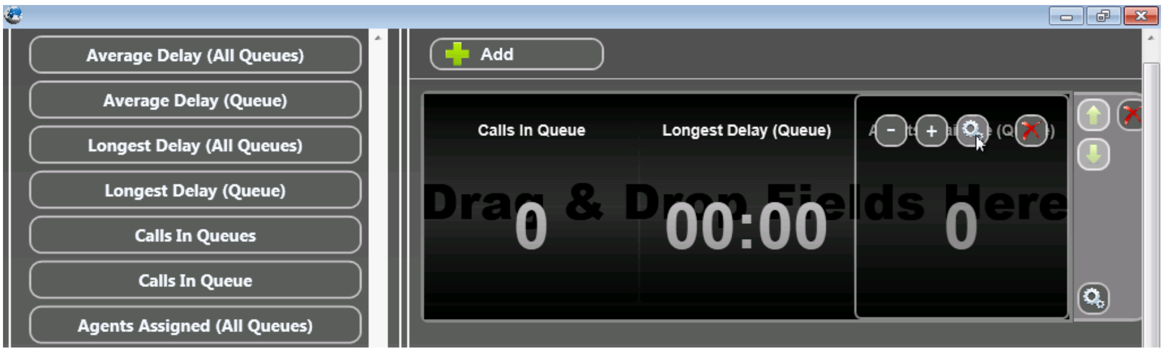
Animation - Static, Flashing, Pulsating

5.2.1.4.5.1 Create / Modify Field Thresholds - Step 1

Click on the  icon in each assigned field, to edit that fields threshold settings

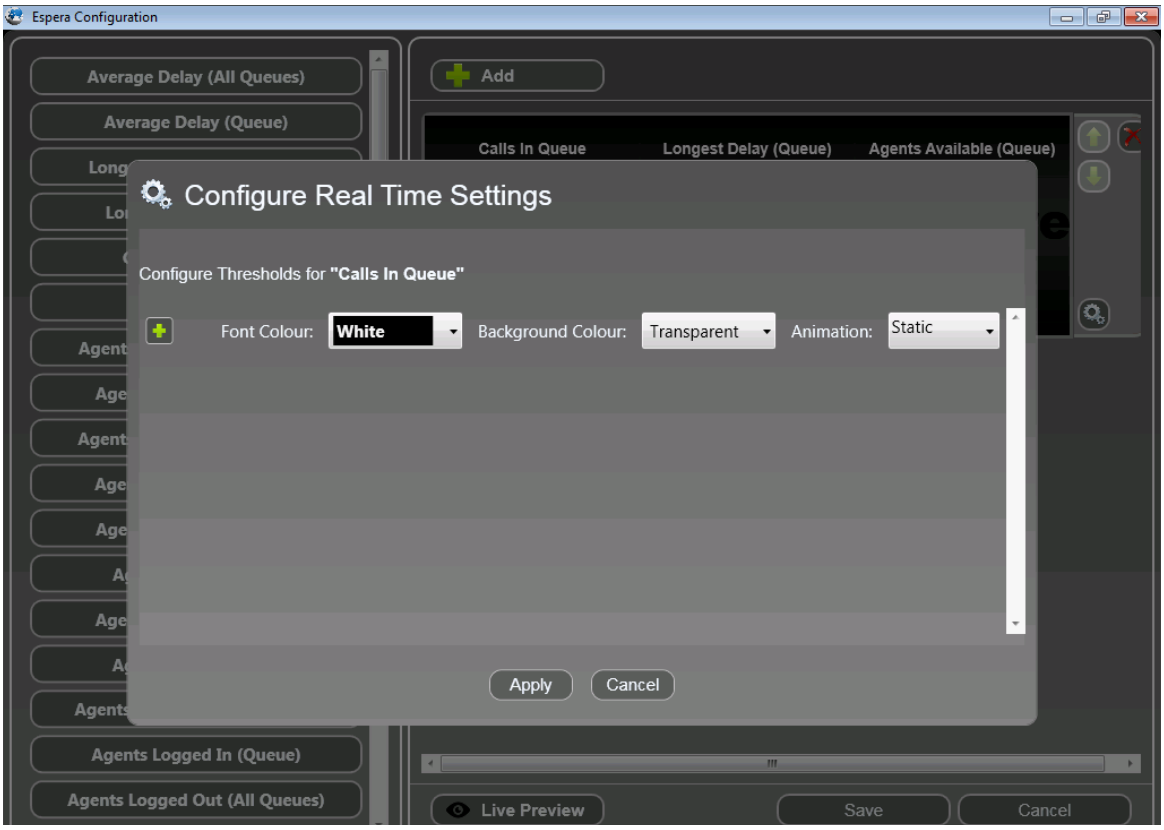






5.2.1.4.5.2 Create / Modify Field Thresholds - Step 2

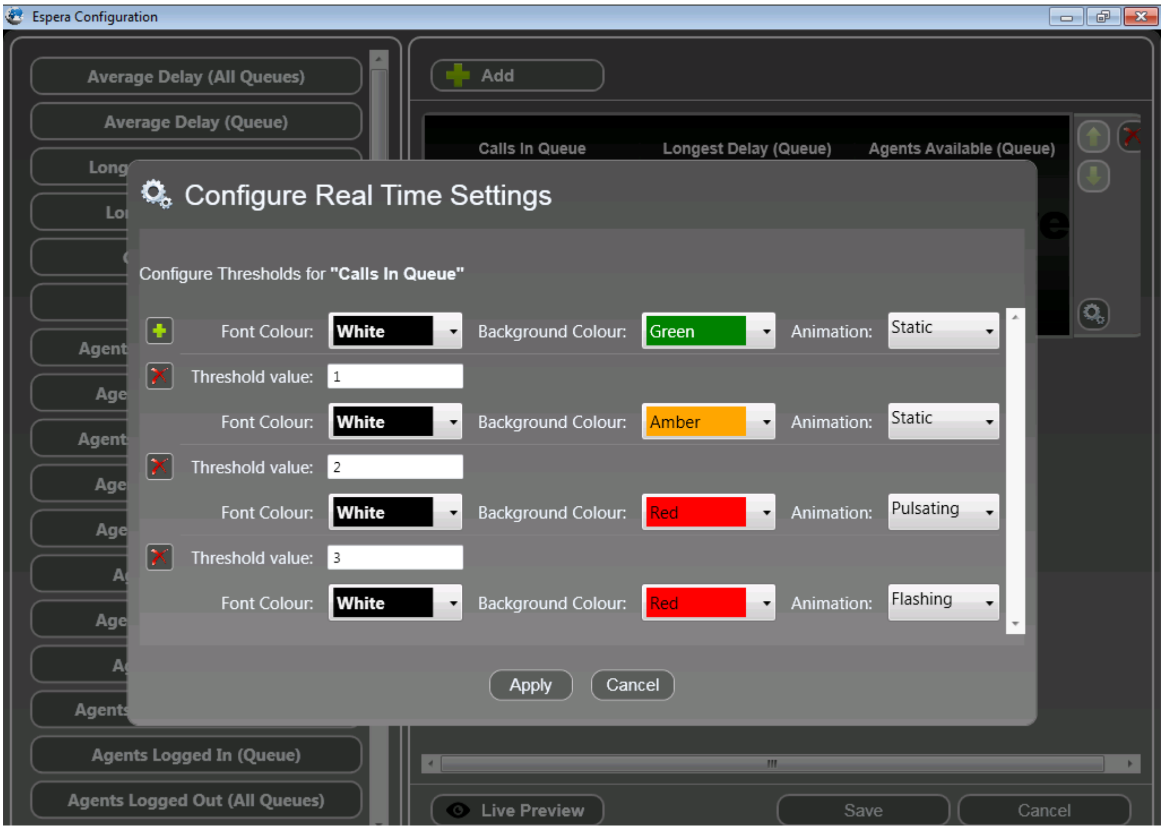
Select the icon to add additional threshold settings

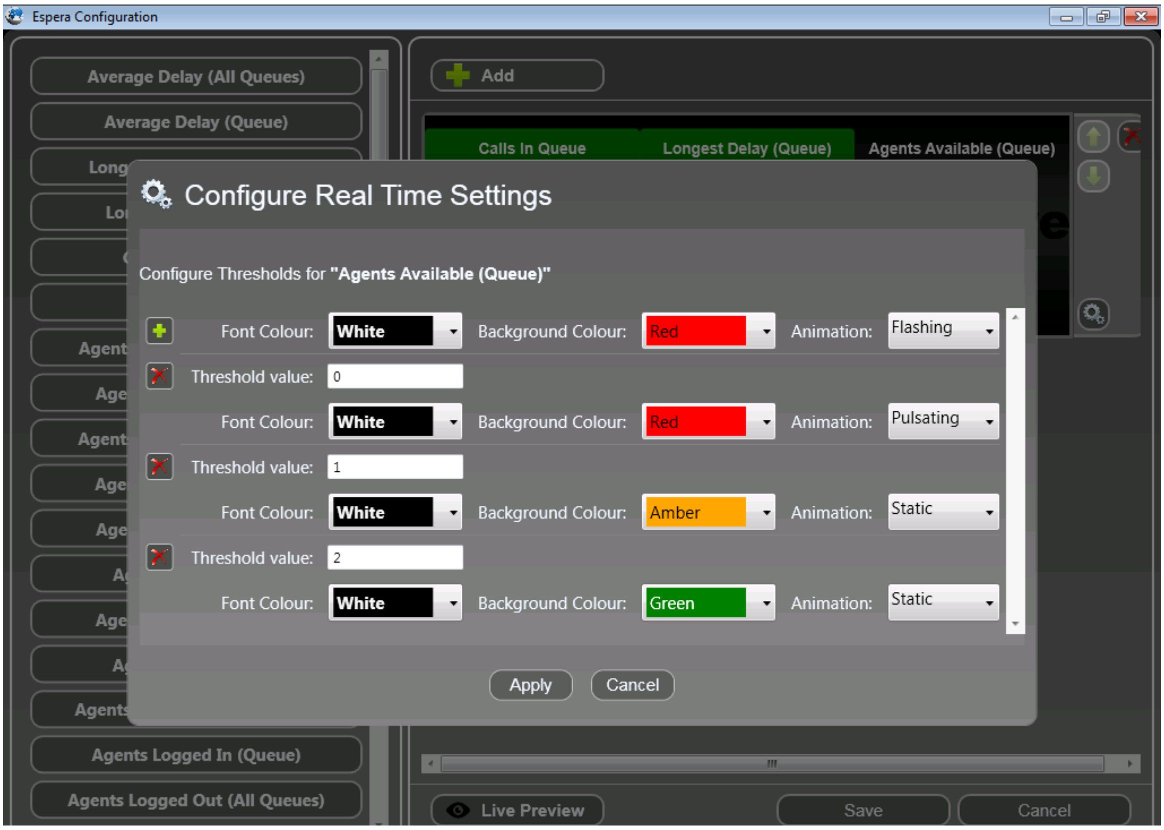


5.2.1.4.5.3 Create / Modify Field Thresholds - Step 3

1. Configure the threshold settings as required for the desired field

2. Select <Apply> when completed


Espera Configuration
Average Delay (All Queues)
Average Delay (Queue)
Add
Calls In Queue
Longest Delay (Queue)
Agents Available (Queue)
Configure Real Time Settings
Configure Thresholds for "Calls In Queue"
Font Colour: White
Background Colour: Green
Animation: Static
Threshold value: 1
Font Colour: White
Background Colour: Amber
Animation: Static
Threshold value: 2
Font Colour: White
Background Colour: Red
Animation: Pulsating
Threshold value: 3
Font Colour: White
Background Colour: Red
Animation: Flashing
Apply
Cancel
Agents Logged In (Queue)
Agents Logged Out (All Queues)
Live Preview
Save
Cancel

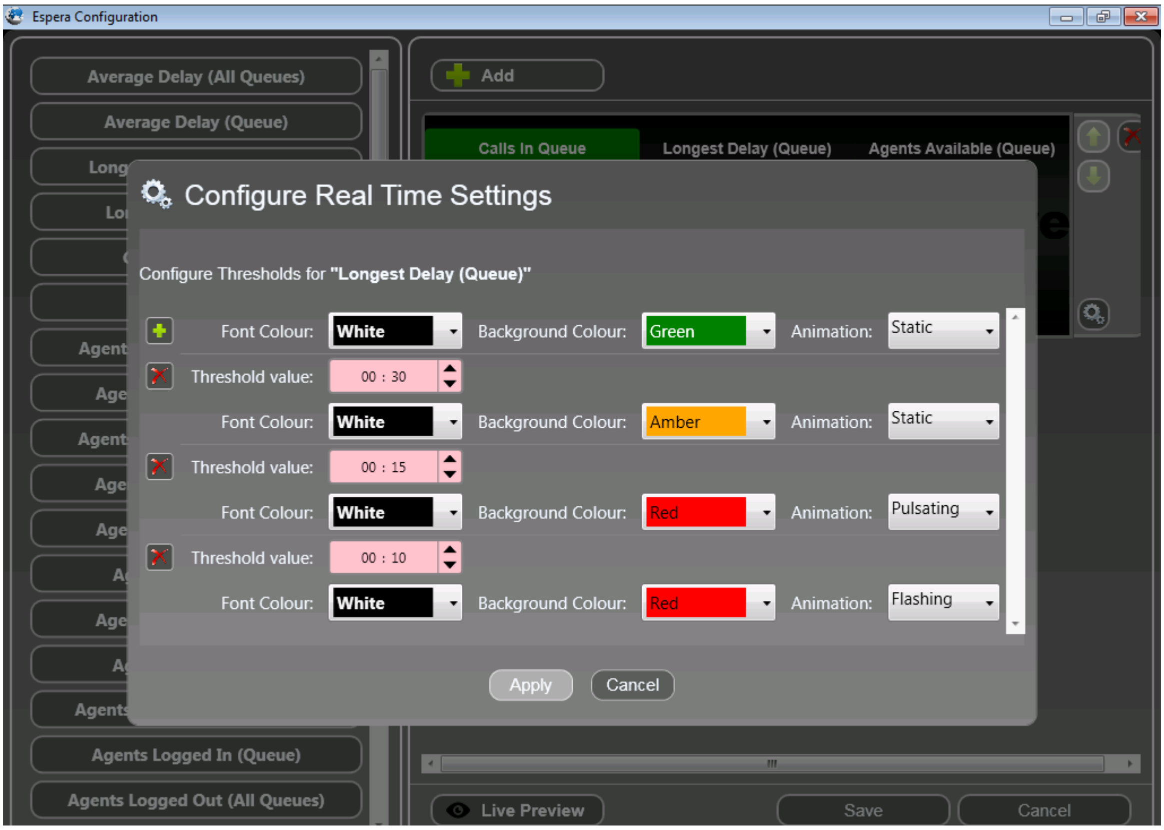


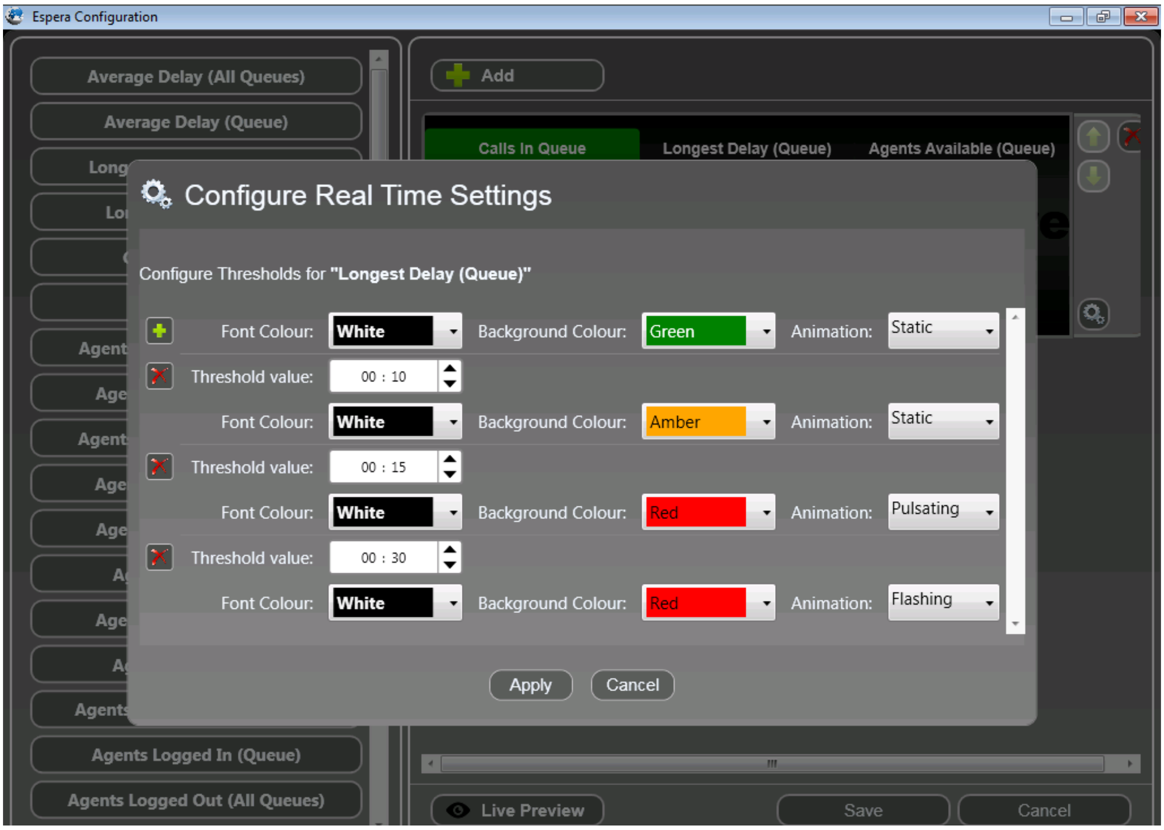
5.2.1.4.5.4 Create / Modify Field Thresholds - Step 4

1. If the entered threshold settings are invalid, the invalid entries will be displayed in pink

2. Correct any invalid entries before selecting <Apply>

NOTE: The <Apply> button will not be available when any of the values is invalid

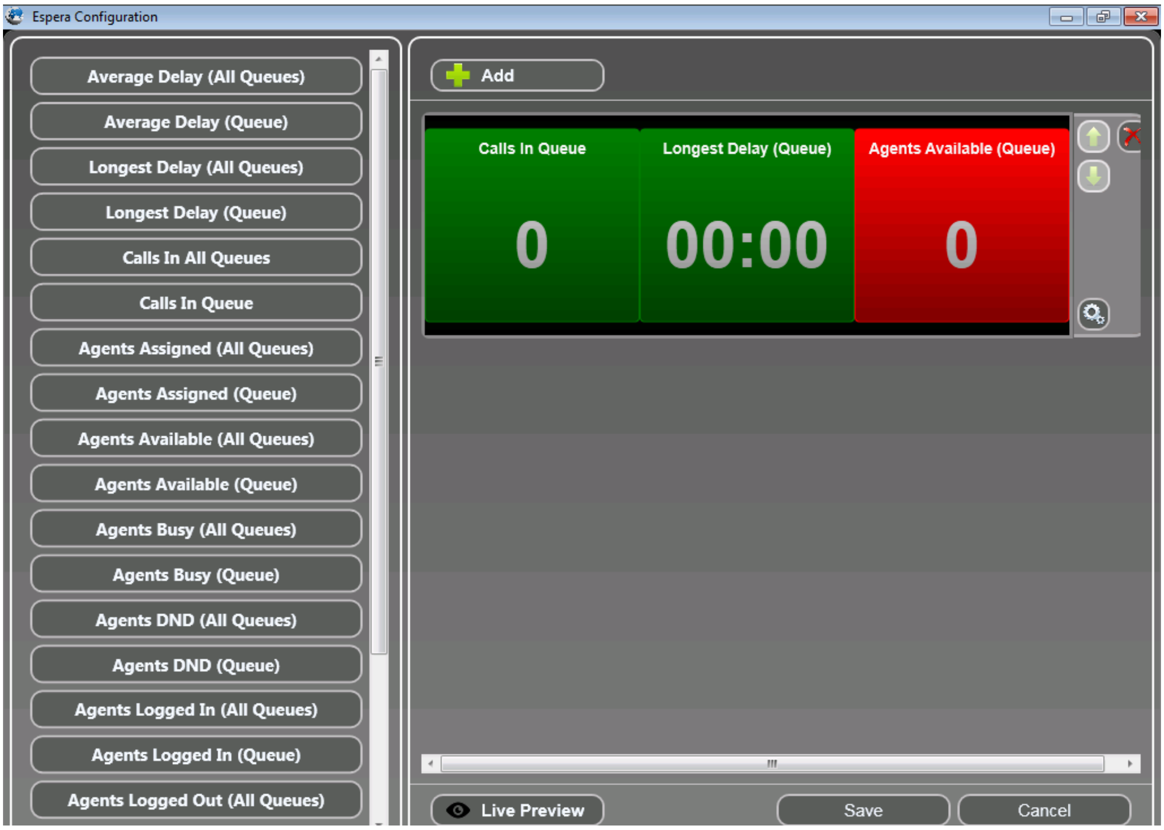

Espera Configuration
Average Delay (All Queues)
Average Delay (Queue)
Agents Logged In (Queue)
Agents Logged Out (All Queues)
Add
Calls In Queue
Longest Delay (Queue)
Agents Available (Queue)
Configure Real Time Settings
Configure Thresholds for "Longest Delay (Queue)"
Font Colour: White Background Colour: Green Animation: Static
Threshold value: 00 : 30
Font Colour: White Background Colour: Amber Animation: Static
Threshold value: 00 : 15
Font Colour: White Background Colour: Red Animation: Pulsating
Threshold value: 00 : 10
Font Colour: White Background Colour: Red Animation: Flashing
Apply
Cancel
Live Preview
Save
Cancel



5.2.1.4.5.5 Create / Modify Field Thresholds - Step 5

1. Complete all field that require threshold settings to change the characteristics of the displayed information.

2. Select <Save> to complete the configuration



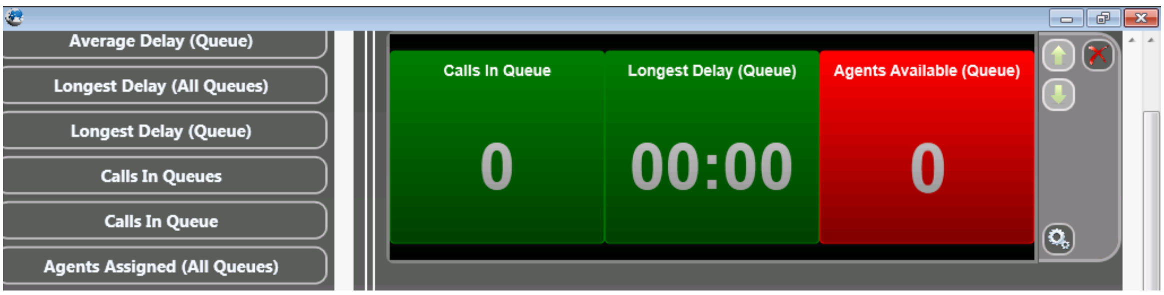
5.2.1.4.6 Add Lync Queue(s) to a Row

Multiple Lync Queues can be assigned to a row. If multiple Lync Queues are assigned to a row then the data fields which are applicable to a single queue will rotate their values at the configurable interval. The row will display the current Queue name for which the values are displayed on the left of the data fields. The data fields that are applicable to multiple Queues will always display an aggregated value for all queues assigned to the row.

NOTE: If no queues are configures for a row, nothing will be displayed. You MUST always assign at least one queue to every row in the Real-Time display configuration.

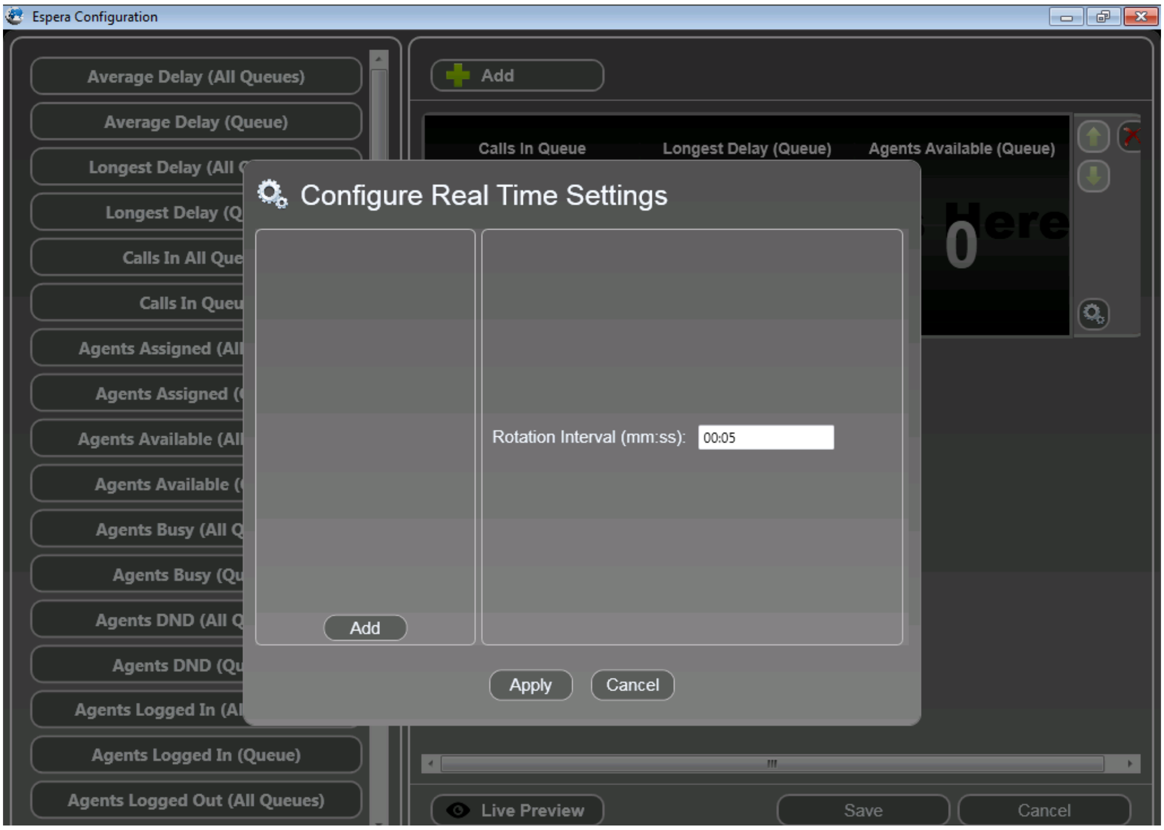
5.2.1.4.6.1 Add Lync Response Group(s) to a Row - Step 1

Click on the  icon next to the row to assign a Lync Response Group(s)



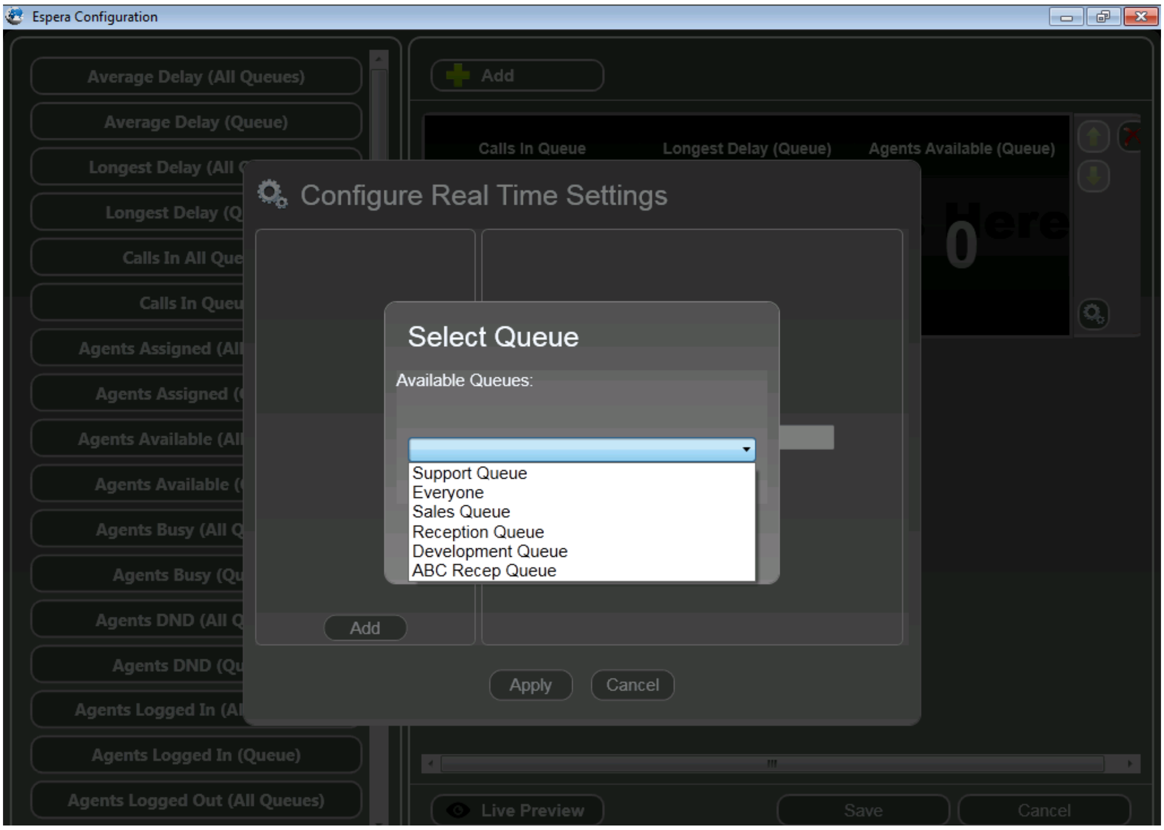
5.2.1.4.6.2 Add Lync Response Group(s) to a Row - Step 2

Select <Add>



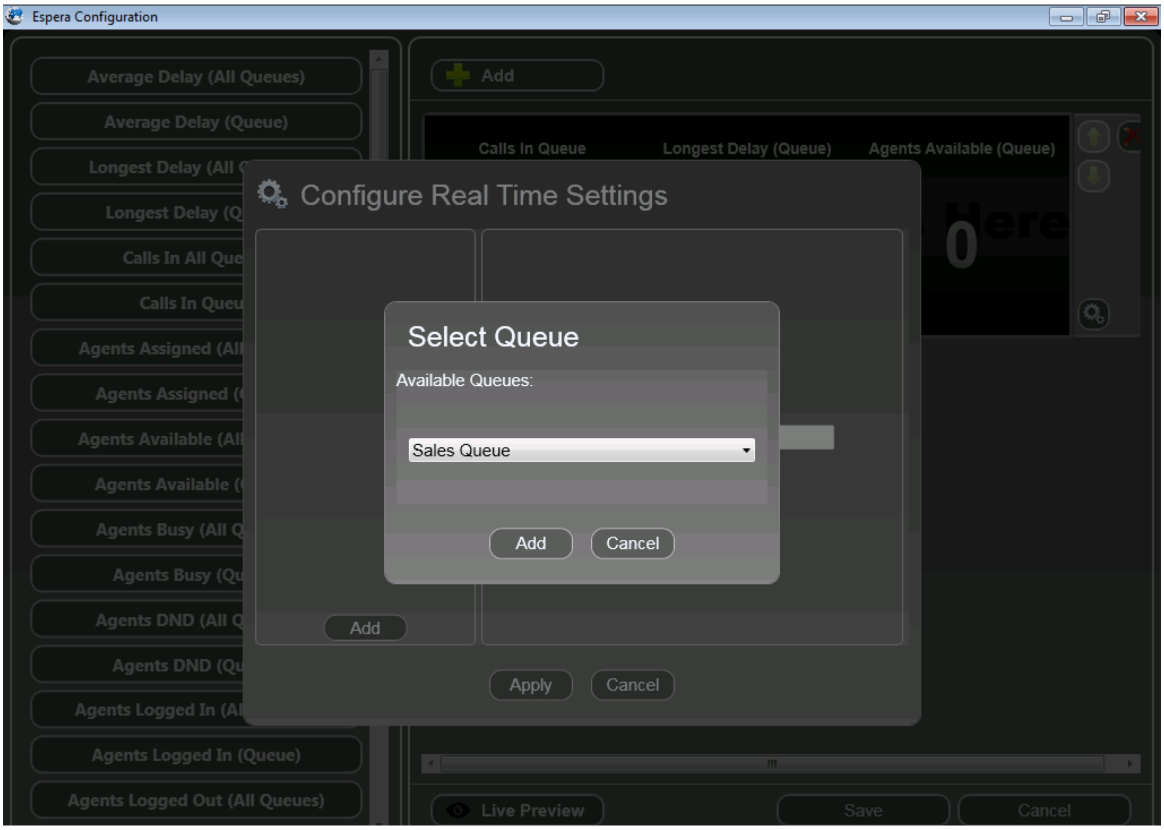
5.2.1.4.6.3 Add Lync Response Group(s) to a Row - Step 3

From the drop down list, select the desired Lync Response Group "Queue"



5.2.1.4.6.4 Add Lync Response Group(s) to a Row - Step 4

Select <Add>

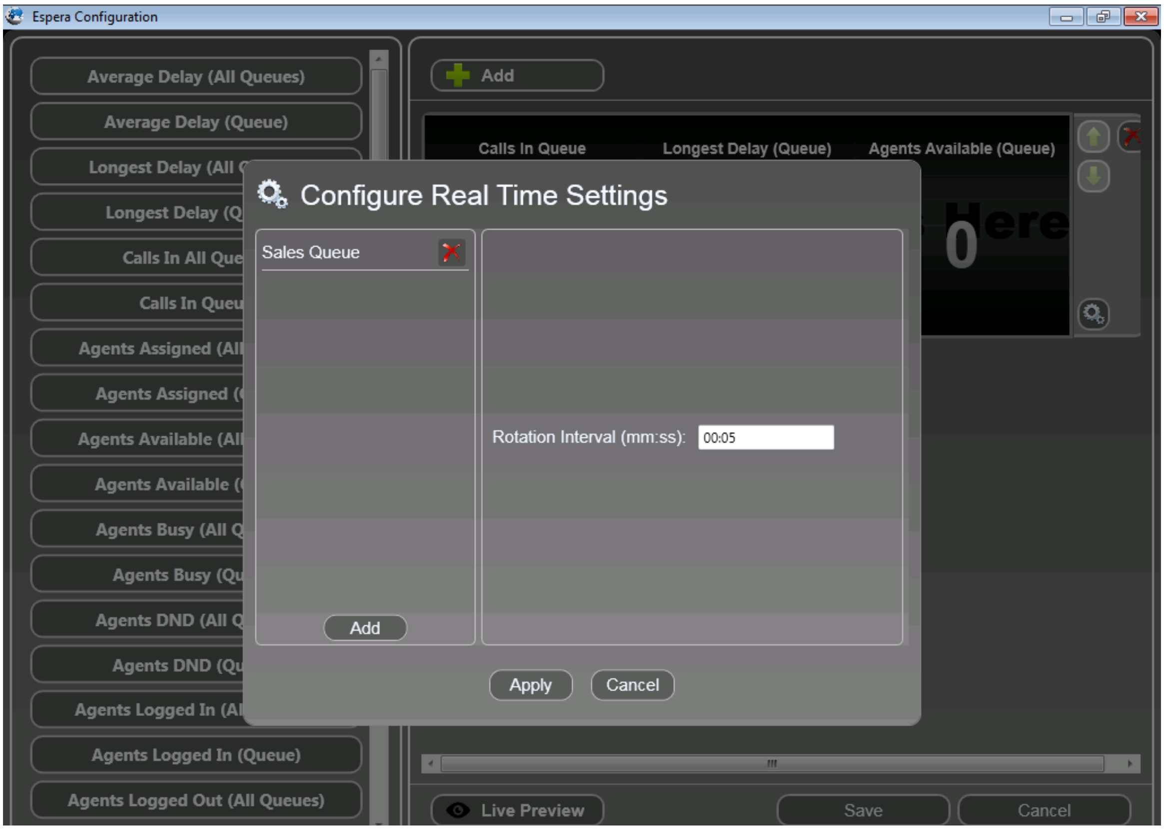


5.2.1.4.6.5 Add Lync Response Group(s) to a Row - Step 6

If no additional Lync Response Group "Queues" are to be displayed, select <Apply>

OR

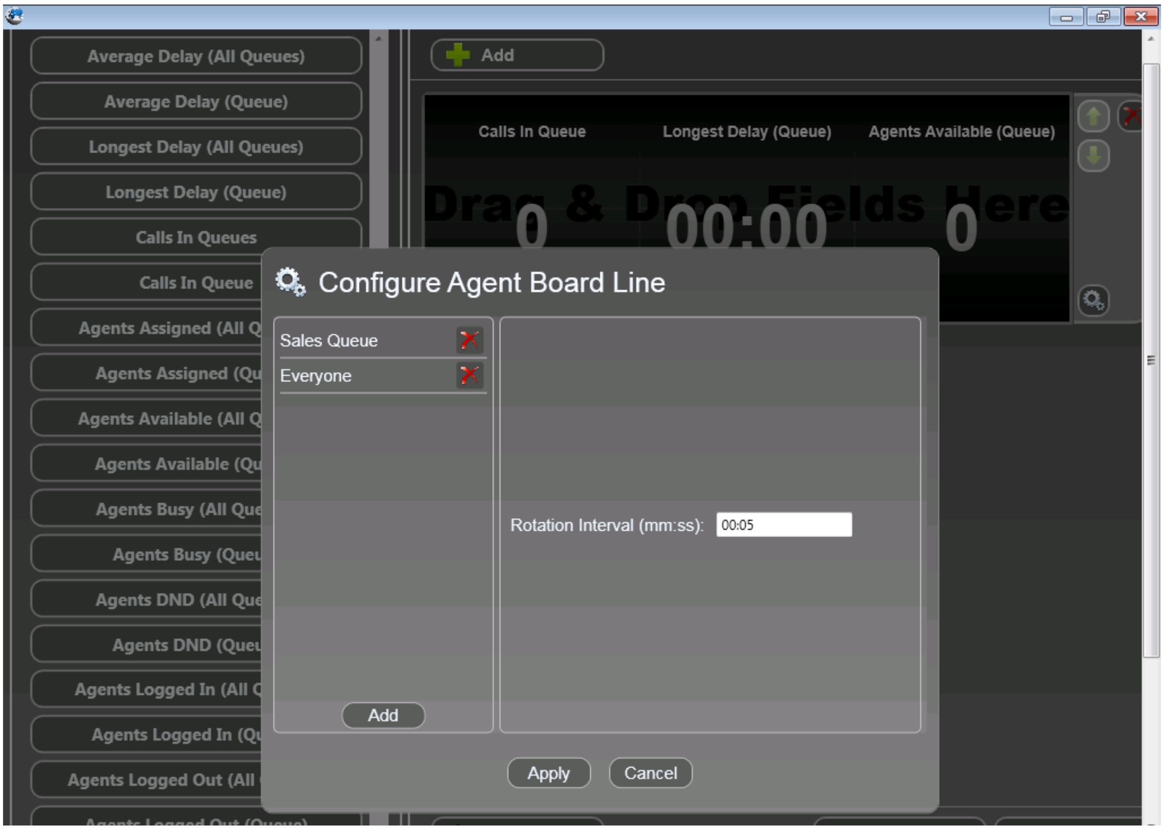
If additional Lync Response Group "Queues" are to be displayed to the row, select <Add> and assign additional "Queues".



5.2.1.4.6.6 Add Lync Response Group(s) to a Row - Step 7

Configure the "Rotation interval" for each "Queue". The "Rotation interval" is the length of this that "Queue" will be displayed before scrolling to display the next assigned "Queue".

Select <Apply> when all settings have been configured.



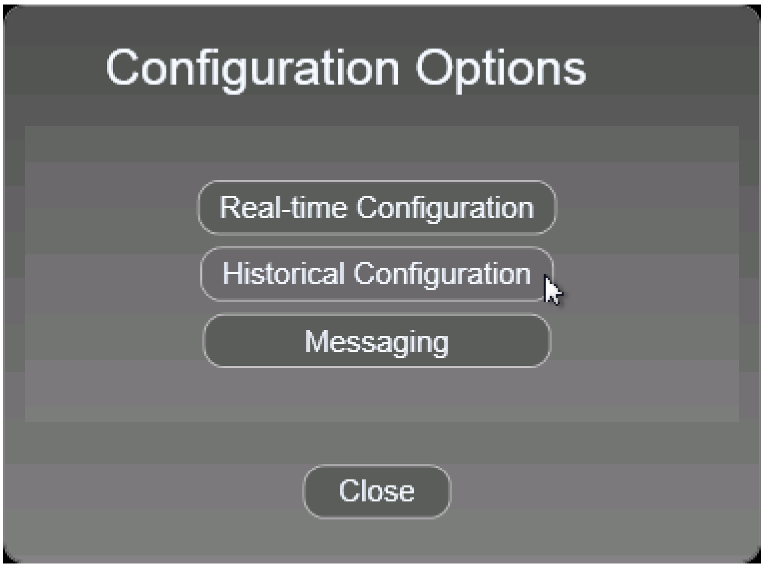
5.2.2 Real Time Datafields

Real Time datafields are available for display in the Real Time Window panel.

Total Abandoned Calls (All Queues)	This field represents the number of calls which were abandoned on all queues (terminated by the remote party before answering). If a call was transferred by overflow from one queue to another - it will be counted as abandoned on the last queue only.
Total Abandoned Calls	This field represents the number of calls which were abandoned on the queue (terminated by the remote party before answering). If a call was transferred by overflow from one queue to another - it will be counted as abandoned on the last queue only.
Avg Wait (All Queues)	Total Wait Time (All Queues) / Total Calls Received (All Queues) (queue calls only)
Avg Wait	Total Wait Time / Total Calls Received (queue calls only)
Longest Wait (All Queues)	Wait time of the longest call to all queues.
Longest Wait	Wait time of the longest call to the queue. Call wait time is the aggregation of all time intervals when calls were waiting in all queues (when overflow) regardless whether it was alerting to any agents. Only calls which were initially offered in to

	this queue is taken into account. E.g. The only call was ringing to Queue 1 for a minute and then was transferred by overflow to Queue 2 and was ringing for 5 minutes. Then Queue 1 Longest Wait will be 6 minutes and Queue 2 — zero.
Calls Answered in Threshold (All Queues)	Number of call answered in the configured time interval for all queues
Calls Answered in Threshold	Number of call answered in the configured time interval to the queue
% Service Level (All Queues)	Percentage of calls answered within the configured time interval for all queues
% Service Level	Percentage of calls answered within the configured time interval for the queue
Calls Waiting (All Queues)	Number of calls waiting in all queues
Calls Waiting	Number of calls waiting in the queue
Total Calls Received (All Queues)	Number of calls offered in to all queues. If call was transferred by overflow from one queue to another - it will be counted as received on both queues.
Total Calls Received	Number of calls offered in to the queue. If call was transferred by overflow from one queue to another - it will be counted as received on both queues.
Agents Assigned (All Queues)	Number of agents assigned to all queues
Agents Assigned	Number of agents assigned to the queue
Agent Available (All Queues)	Number of available (idle) agents in all queues
Agent Available	Number of available (idle) agents in the queue
Agents Busy (All Queues)	Number of agents in a busy state, in all queues
Agents Busy	Number of agents in a busy state, in the queues
Agents DND (All Queues)	Number of agents in a DND state, in all queues
Agents DND	Number of agents in a DND state, in the queues
Agents Logged In (All Queues)	Number of agents logged into all queues
Agents Logged in	Number of agents logged into the queue
Agents Logged Out (All Queues)	Number of agents logged out of all queues
Agents Logged Out	Number of agents logged out of the queue
Agents Offline (All Queues)	Number of agents offline from all queues
Agents Offline	Number of agents offline from the queue
Agents On A Call (All Queues)	Number of agents on a call (talk state) in all queues
Agents On A Call	Number of agents on a call (talk state) in the queue

5.2.3 Historical Configuration



5.2.3.1 Historical Datafields

Historical datafields are available in the Historical Report Template Editor, for use in manual and/or scheduled reports and the supervisor screen.

5.2.3.1.1 Queue Datafields

Avg # of Agents	Average Number of agent signed in to the queue over report period. =SignTotalMinutes / ReportingPeriod, where SignTotalMinutes is the total number of minutes (sum) across all agents that were signed in to the queue during the reporting period, therefore, when this number is divided by the reporting period, we get the average number of agents available per time unit during the period. For example, 2 agents available over 3 hours period. Agent 1 was available for 1:30 hrs while Agent 2 was available during the whole 3 hours. So the value of SignTotalTime will be 90 +180=270 minutes and the reporting period is 180 minutes. 270/180=3/2=1.5 agents on average over 3 hours
Avg Queue Time	Total Queue Time / Total Calls Received (queue calls only)
Avg Ring Time	Total Ring Time / CallsCount, where CallsCount is number of calls summed up in the Total Ring Time field.See Total Ring Time for more details.
Avg Speed of Answer	Total Ring Time / Total Queue Calls Answd
Avg Talk Time (Queued Calls)	Total Talk Time / Total Queue Calls Answd

Avg Wait Time	Total Wait Time / Total Calls Received (Queue calls only)
Avg Wrapup Time	Total Wrap-up Time / Total Queue Calls Answd
Longest Wait	Wait time of the longest call to the queue. Call wait time is the aggregation of all time intervals when calls were waiting in all queues (when overflow) regardless whether it was alerting to any agents. Only calls which were initially offered in to this queue is taken into account. E.g. The only call was ringing to Queue 1 for a minute and then was transferred by overflow to Queue 2 and was ringing for 5 minutes. Then Queue 1 Longest Wait will be 6 minutes and Queue 2 — zero.
Calls Aband (0-30 sec)	Same as Total Calls Aband except that this field includes only calls with wait time in the interval from 0 to 30 seconds.
Calls Aband (30-60sec)	Same as Total Calls Aband except that this field includes only calls with wait time in the interval from 30 to 60 seconds.
Calls Aband (60-120 sec)	Same as Total Calls Aband except that this field includes only calls with wait time in the interval from 60 to 120 seconds.
Calls Aband (120+ sec)	Same as Total Calls Aband except that this field includes only calls with wait time more than 120 seconds.
Calls Aband (0-60 sec)	Same as Total Calls Aband except that this field includes only calls with wait time in the interval from 0 to 60 seconds.
Calls Aband (0-90 sec)	Same as Total Calls Aband except that this field includes only calls with wait time in the interval from 0 to 90 seconds.
Calls Aband (0-120 sec)	Same as Total Calls Aband except that this field includes only calls with wait time in the interval from 0 to 120 seconds.
Calls Answd (0-30 sec)	Same as Total Calls Answd except that this field includes only calls with wait time in the interval from 0 to 30 seconds.
Calls Answd (30-60 sec)	Same as Total Calls Answd except that this field includes only calls with wait time in the interval from 30 to 60 seconds.
Calls Answd (60-120 sec)	Same as Total Calls Answd except that this field includes only calls with wait time in the interval from 60 to 120 seconds.
Calls Answd (120+ sec)	Same as Total Calls Answd except that this field includes only calls with wait time more than 120 seconds.
Calls Answd (0-60 sec)	Same as Total Calls Answd except that this field includes only calls with wait time in the interval from 0 to 60 seconds.
Calls Answd (0-90 sec)	Same as Total Calls Answd except that this field includes only calls with wait time in the interval from 0 to 90 seconds.
Calls Answd (0-120 sec)	Same as Total Calls Answd except that this field

	includes only calls with wait time in the interval from 0 to 120 seconds.
% Calls Aband	Calls Aband / Total Calls Received * 100% (queue calls only)
% Calls Aband (0-30 sec)	Calls Aband (0-30 sec) / Total Calls Received * 100% (queue calls only)
% Calls Aband (30-60 sec)	Calls Aband (30-60 sec) / Total Calls Received * 100% (queue calls only)
% Calls Aband (60-120 sec)	Calls Aband (60-120 sec) / Total Calls Received * 100% (queue calls only)
% Calls Aband (120+ sec)	Calls Aband (120+ sec) / Total Calls Received * 100% (queue calls only)
% Calls Aband (0-60 sec)	Calls Aband (0-60 sec) / Total Calls Received * 100% (queue calls only)
% Calls Aband (0-90 sec)	Calls Aband (0-90 sec) / Total Calls Received * 100% (queue calls only)
% Calls Aband (0-120 sec)	Calls Aband (0-120 sec) / Total Calls Received * 100% (queue calls only)
% Calls Answd (0-30sec)	Calls Answd (0-30 sec) / Total Calls Received * 100% (queue calls only)
% Calls Answd (30-60 sec)	Calls Answd (30-60 sec) / Total Calls Received * 100% (queue calls only)
% Calls Answd (60-120 sec)	Calls Answd (60-120 sec) / Total Calls Received * 100% (queue calls only)
% Calls Answd (120+ sec)	Calls Answd (120+ sec) / Total Calls Received * 100% (queue calls only)
% Calls Answd (0-60 sec)	Calls Answd (0-60 sec) / Total Calls Received * 100% (queue calls only)
% Calls Answd (0-90 sec)	Calls Answd (0-90 sec) / Total Calls Received * 100% (queue calls only)
% Calls Answd (0-120 sec)	Calls Answd (0-120 sec) / Total Calls Received * 100% (queue calls only)
Total Calls Answd	The number of calls which were answered on the queue by one of the agents selected for the report. If a call is transferred by overflow from one queue to another - it will be counted as answered on the last queue only. Note, if the answering party is not an agent (e.g. some unknown user picks up the call from the queue), this call will be counted as well.
Total Logged-in Time	Aggregated duration of time intervals when at least one of the agents selected for the report is signed-in to the queue.
Total Calls Abandoned	The number of calls which were abandoned on the queue (terminated by the remote party before answering). If a call was transferred by overflow from one queue to another - it will be counted as abandoned on the last queue only.
Total Calls Received	The number of calls offered in to the queue. If call was transferred by overflow from one queue to another - it will be counted as received on both queues.
Total Calls Overflow	Number of calls which was first ringing on the

	queue and than ringing on another queue. Note: is always 0 for Workflow
Total Calls Interflow	Number of calls which was first ringing on another queue and than ringing on the queue.
Total Queued Time	Total Wait Time - Total Ring Time. Shows time when call was in the queue, but there was no agents available.
Total Ring Time	This field is a sum of ring time for all queue calls (the calls that were alerting at agent's phone). Call ring time is the aggregation of all time intervals when calls were waiting in the queue and alerting to at least one of the agents selected for the report. If a call was ringing for 2 minutes to 3 agents at the same time, aggregated call ring time will be 2 minutes (not 6). Note: is always zero for Workflows.
Total Talk Time (Queue)	Total talk time of the agent. Talk time is the elapsed time between the time an agent connects to a call and when the call is disconnected or transferred.
Total Wait Time	Sum of wait time for all queue calls (the calls that were offered in to the queue). Call wait time is the aggregation of all time intervals when calls were waiting in the queue regardless whether it was alerting to any agents. For Workflows it shows time until call is offered in to the queue (it includes greeting time and IVR time).

5.2.3.1.2 Agent Datafields

Avg Speed of Answer	Total Ring Time / Total Queue Calls Answd
Avg Talk Time (Non Queue Calls)	Total Talk Time (Non Queue) / Total Calls Answd (Non Queue)
Avg Talk Time (Queue Calls)	Total Talk Time / Total Queue Calls Answd
Avg Wrap Up Time	Total Wrap-up Time / Total Queue Calls Answd
% Calls Answd (0-60 sec)	Calls Answd (0-60 sec) / Total Calls Received * 100% (queue calls only)
Total Calls Answered	Total number of queued calls that have been connected to the agent.
Total Outgoing Calls	Number of all answered outgoing calls (non-queue) which was initiated (made) by the agent. Call is counted only if the agent is subscribed to at least one queue at the time of the call.
Total Talk Time (Queue)	Sum of talk durations for all calls which were answered on one of the queues selected for the report by the agent.
Total Busy Time	Total Wrap-up time + Total Talk Time in the row
% Calls Answd (0-120 sec)	Calls Answd (0-120 sec) / Total Calls Received * 100% (queue calls only)
Total Incoming Calls Answd	This field represents number of all calls (queue and non-queue) which was answered by one of

	the agents selected for the report. And the answered agent should be subscribed to at least one queue at the time of answer .
Total Calls Aband	This field represents the number of calls which were abandoned on one of the queues selected for the report.
% Calls Answd (0-90 sec)	Calls Answd (0-90 sec) / Total Calls Received * 100% (queue calls only)
Total Queued Time	Total Wait Time - Total Ring Time in the row. Shows time when call was in the queue, but there was no agents available.

5.2.3.1.3 Queue By Agent Datafields

Avg Speed of Answer	Total Ring Time / Total Queue Calls Answd
Avg Talk Time (Queue Calls)	Total Talk Time / Total Queue Calls Answd
Total Outgoing Calls	Number of all answered outgoing calls (non-queue) which was initiated (made) by the agent. Call is counted only if the agent is subscribed to at least one queue at the time of the call .
Total Calls Answered	This field represents the number of calls which were answered on the queue by one of the agents selected for the report. If a call is transferred by overflow from one queue to another - it will be counted as answered on the last queue only. Note, if the answering party is not an agent (e.g. some unknown user picks up the call from the queue), this call will be counted as well.
% Calls Answd (0-90 sec)	Calls Answd (0-90 sec) / Total Calls Received * 100% (queue calls only)

5.2.3.1.4 Agent By Queue Datafields

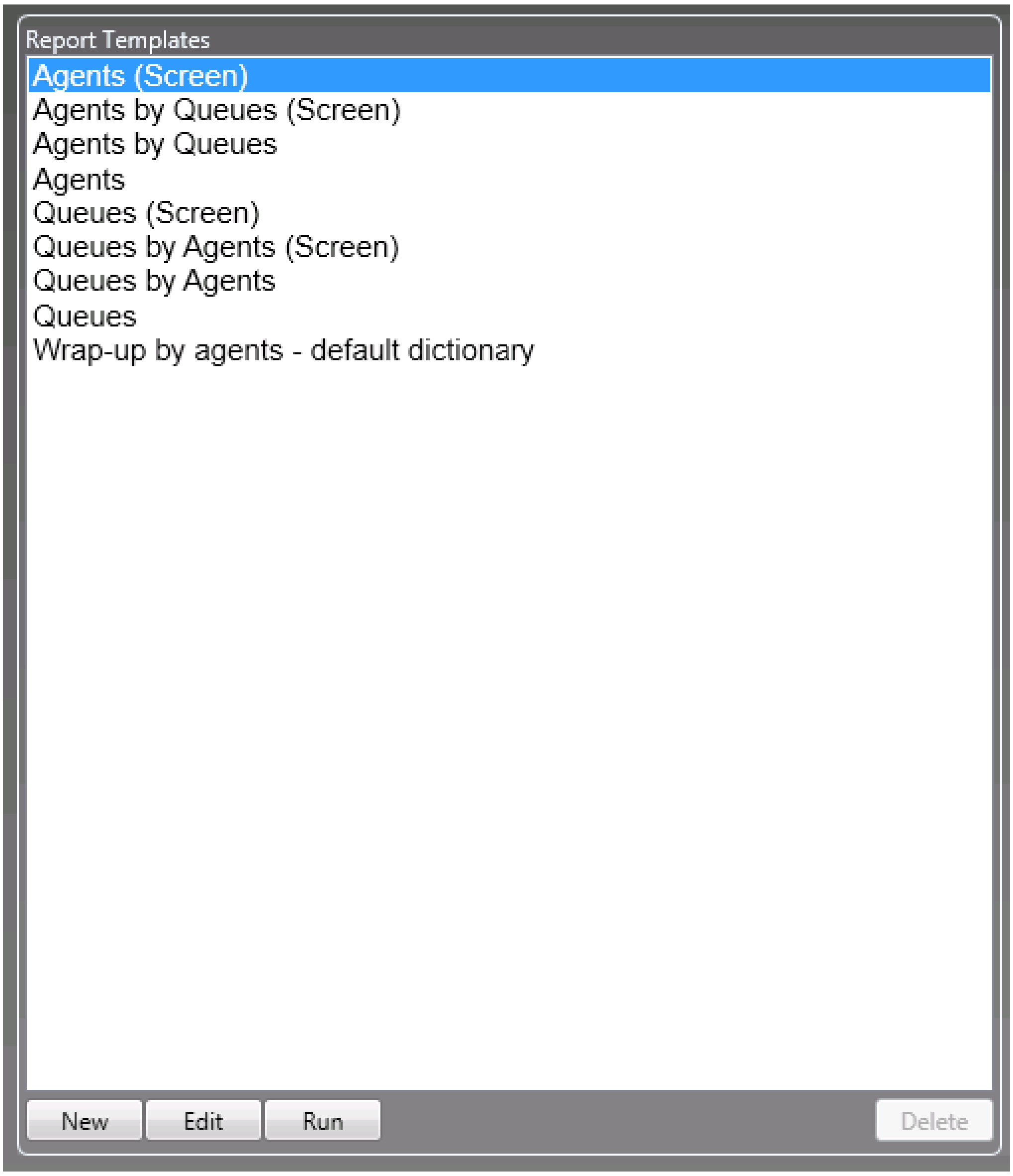
Avg Speed of Answer	The average time that elapsed between the call ringing at an agent extension and the agent connecting to the call.
Avg Talk Time (Queue Calls)	Average talk time for all calls that agent has handled.
Total Outgoing Calls	Number of all answered outgoing calls (non-queue) which was initiated (made) by one of the agents selected for the report. Call is counted only if the agent is subscribed to at least one queue at the time of the call .
% Calls Aband	Calls Aband / Total Calls Received * 100% (queue calls only)
Total Calls Answered	This field represents number of calls which were answered on the queue by an agent.
% Calls Aband (0-90 sec)	Calls Aband (0-90 sec) / Total Calls Received * 100% (queue calls only)

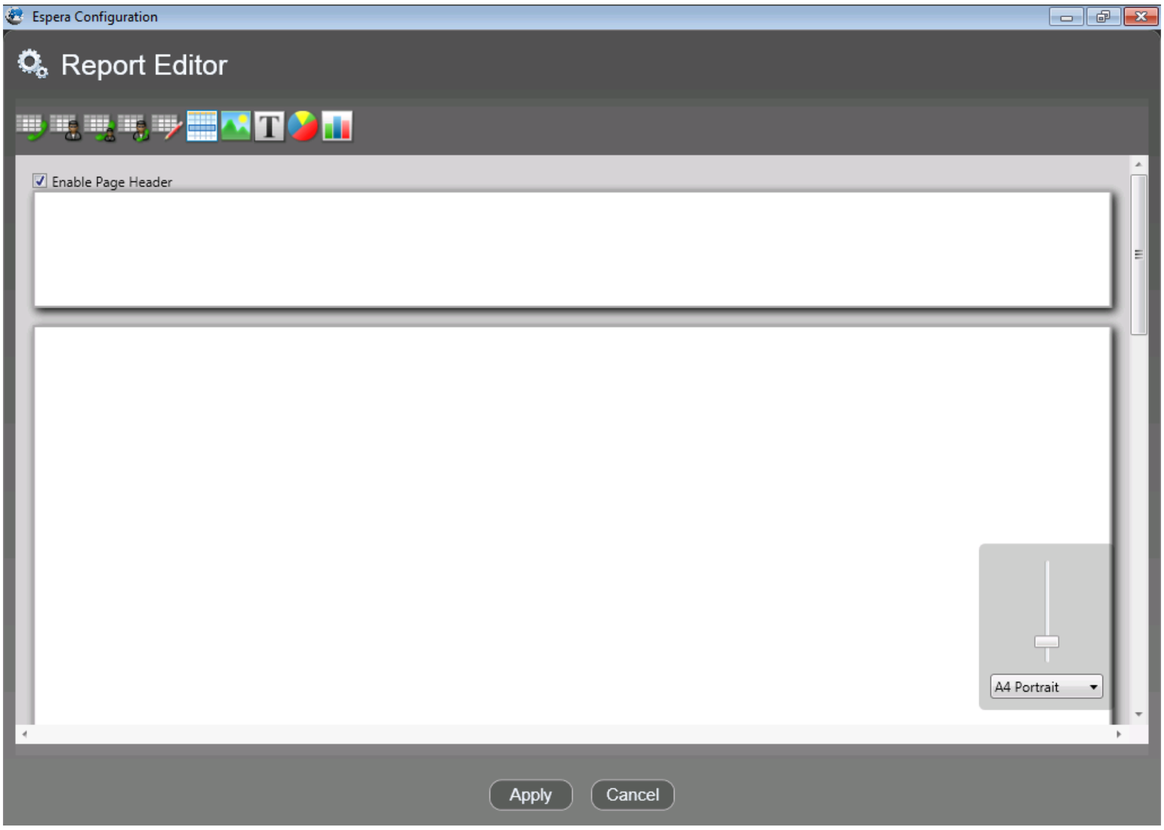
5.2.3.2 Historical Report Templates

To display a report in the Supervisor Screen or generate a Historical Report, you must fist create a Historical Report Template. The following topics cover the elements available to be displayed in a template.

5.2.3.2.1 Create/Modify Historical Report Template - New Template

Press <New> to begin creating a new Historical Template, OR <Edit> to edit the currently selected Historical Template

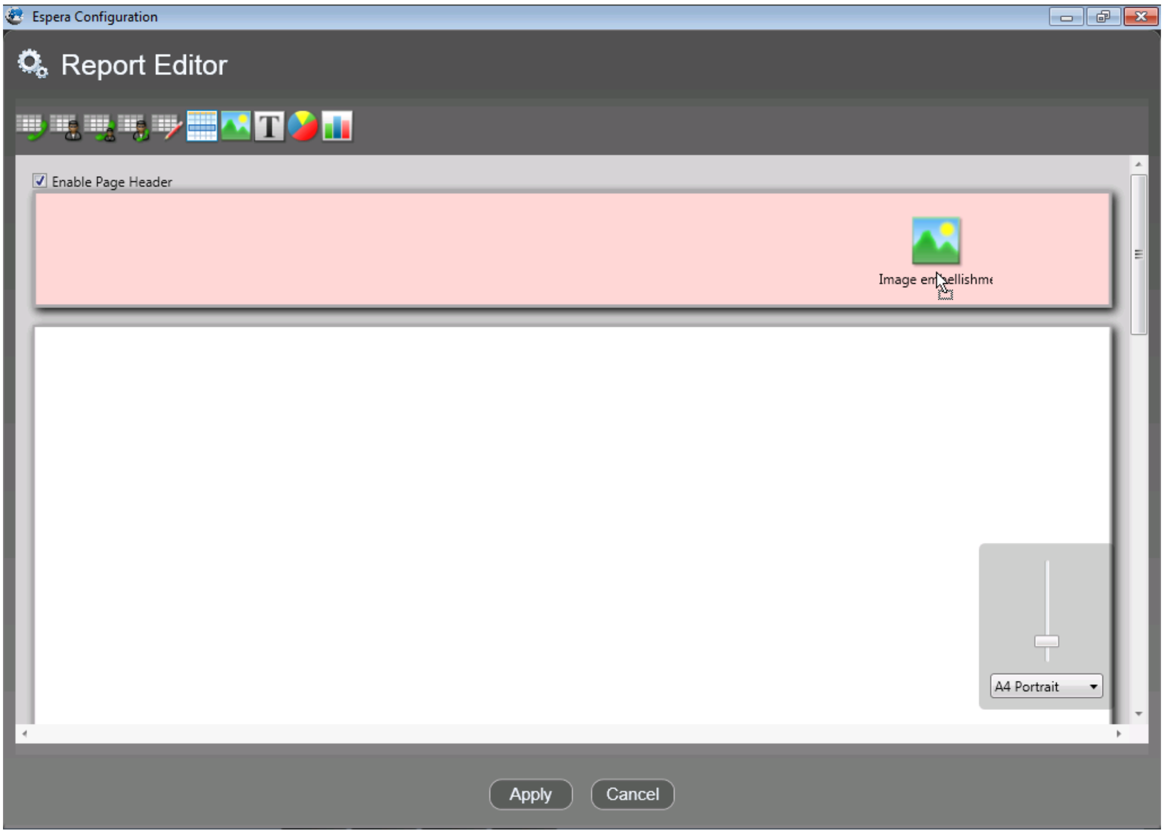


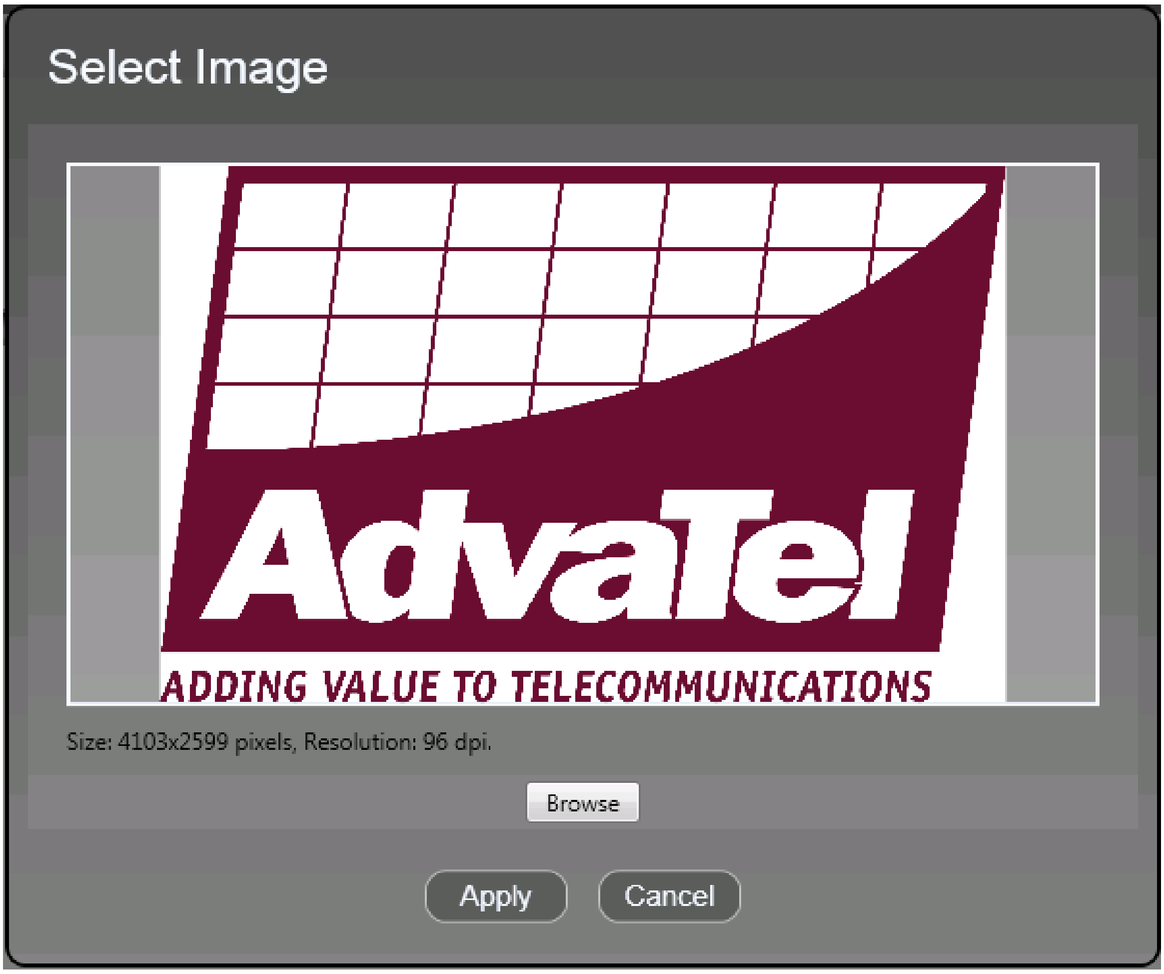


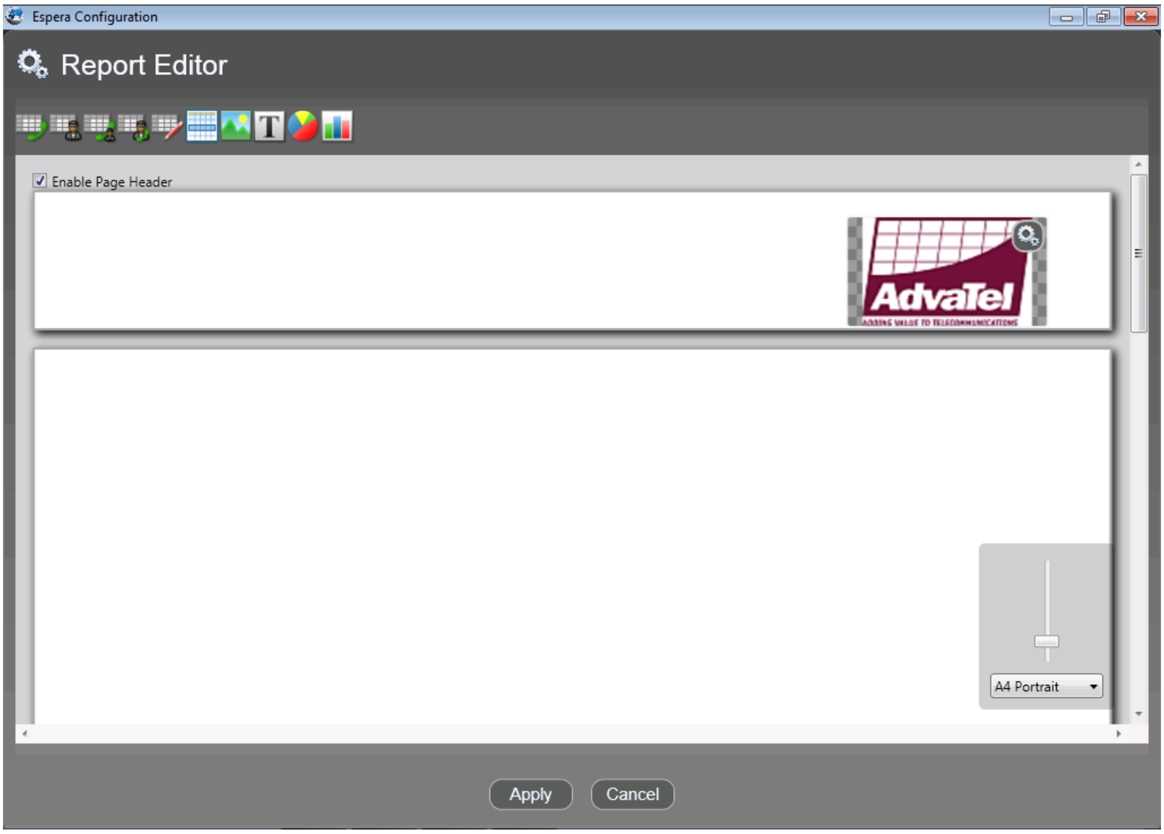
5.2.3.2.2 Create/Modify Historical Report Template - Static Image Box

Static images can be inserted anywhere into the template. To insert an image into the template:

1. Drag the Image icon to the location on the template for the image
2. Click the  icon to edit the Image Box
3. <Browse> and select the image file
4. <Apply> to save the image
5. The image can be resized in the template by highlighting the image and adjusting the size with the handles


Espera Configuration
Report Editor
Enable Page Header
A4 Portrait
Apply
Cancel


Select Image
AdvaTel
ADDING VALUE TO TELECOMMUNICATIONS
Size: 4103x2599 pixels, Resolution: 96 dpi.
Browse
Apply
Cancel



5.2.3.2.3 Create/Modify Historical Report Template - Static Text Box

Static Text can be inserted anywhere into the template. To insert a Text Box into the template:

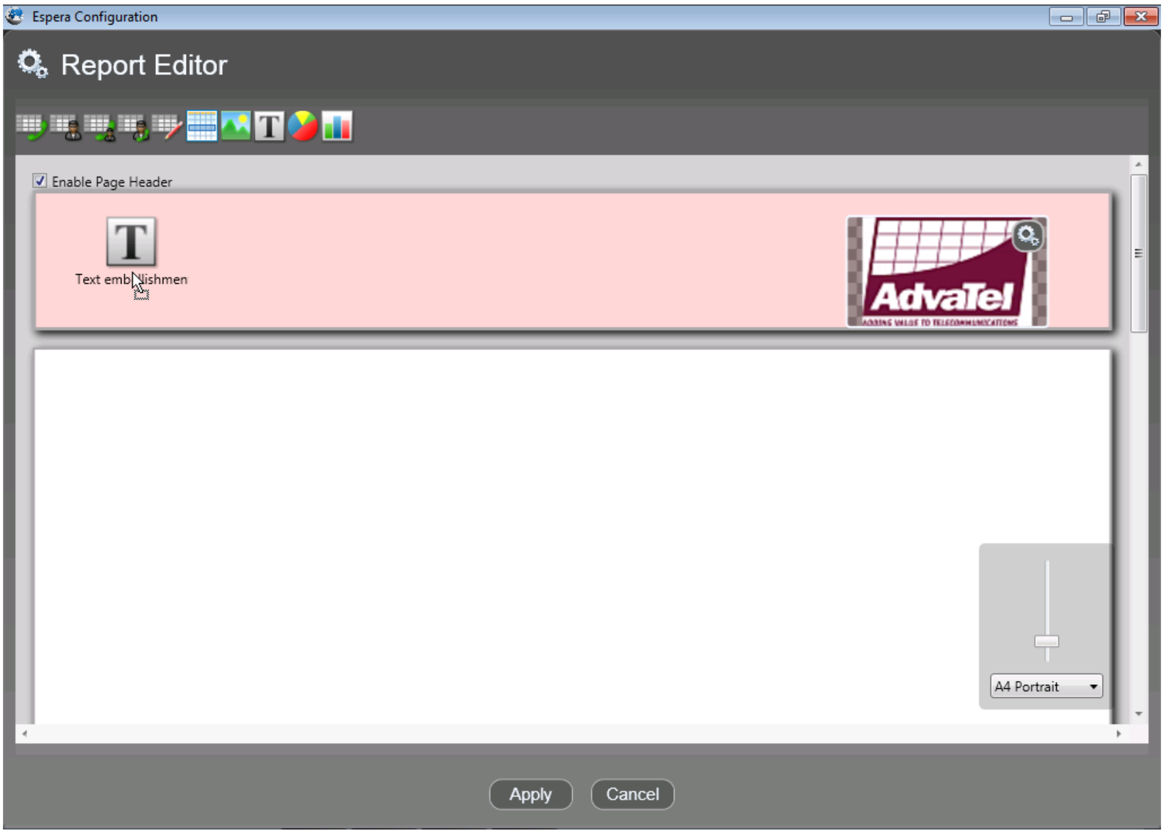
1. Drag the Text icon to the location on the template for the text box.

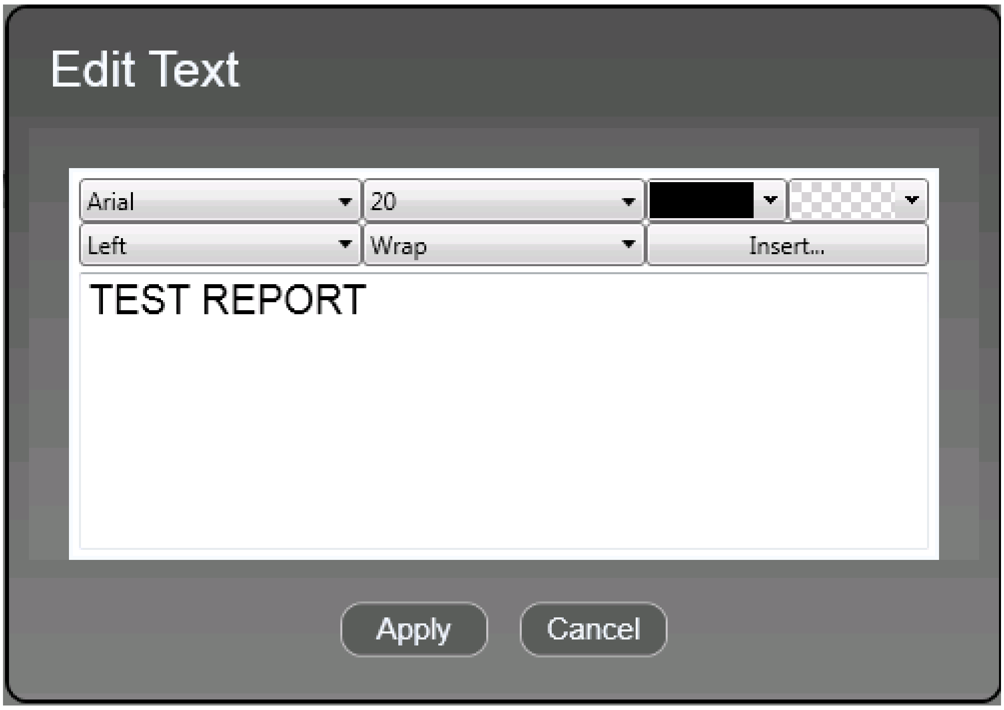
2. Click the icon to edit the Text Box

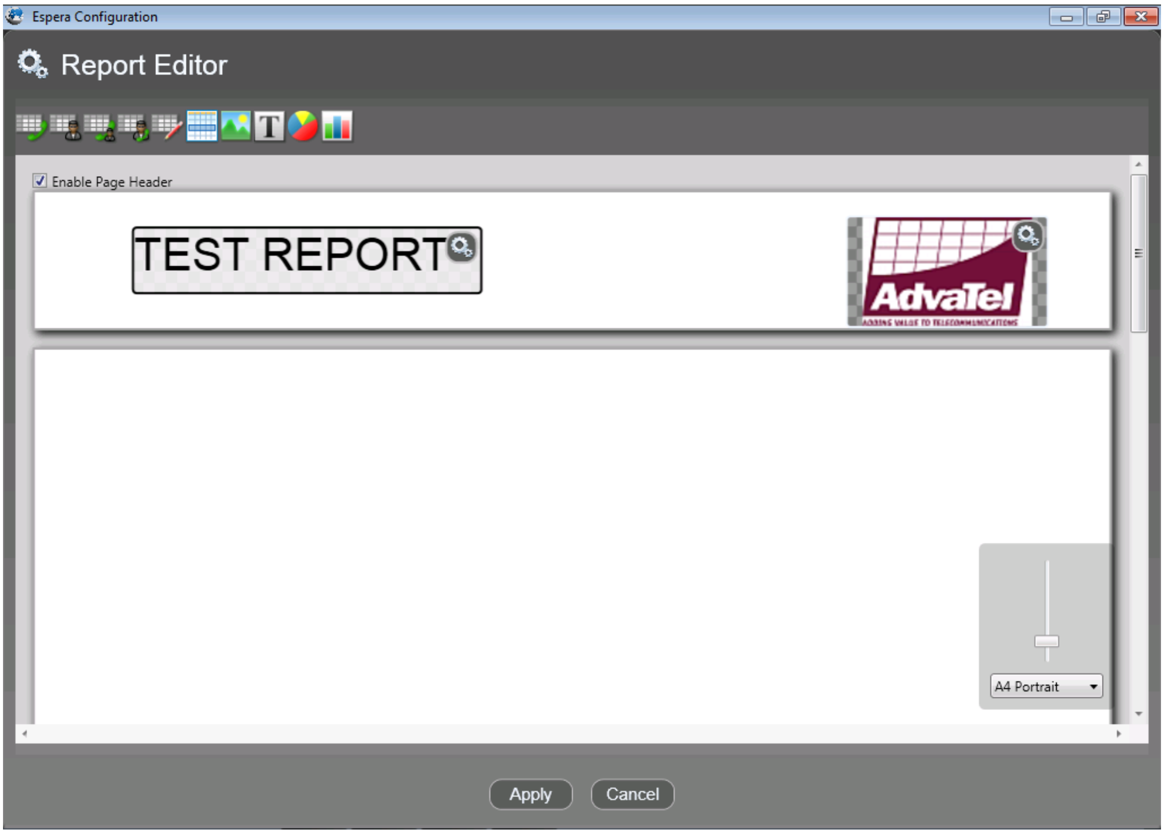
3. Enter the required text. You can also change the font, size, font color, background color, justification, wrap settings, or insert variable text)

4. <Apply> to save the text box contents

5. The Text Box can be resized in the template by highlighting the text box and adjusting the size with the handles


Espera Configuration
Report Editor
Enable Page Header
Text embellishmen
AdvaTel
A4 Portrait
Apply
Cancel


Edit Text
Arial
20
Left
Wrap
Insert...
TEST REPORT
Apply
Cancel



5.2.3.2.4 Create/Modify Historical Report Template - Queue Statistics

A Queue Table can be inserted into the body of the template. To insert a Queue Table into the template:

1. Drag the Queue Table icon into the body of the template

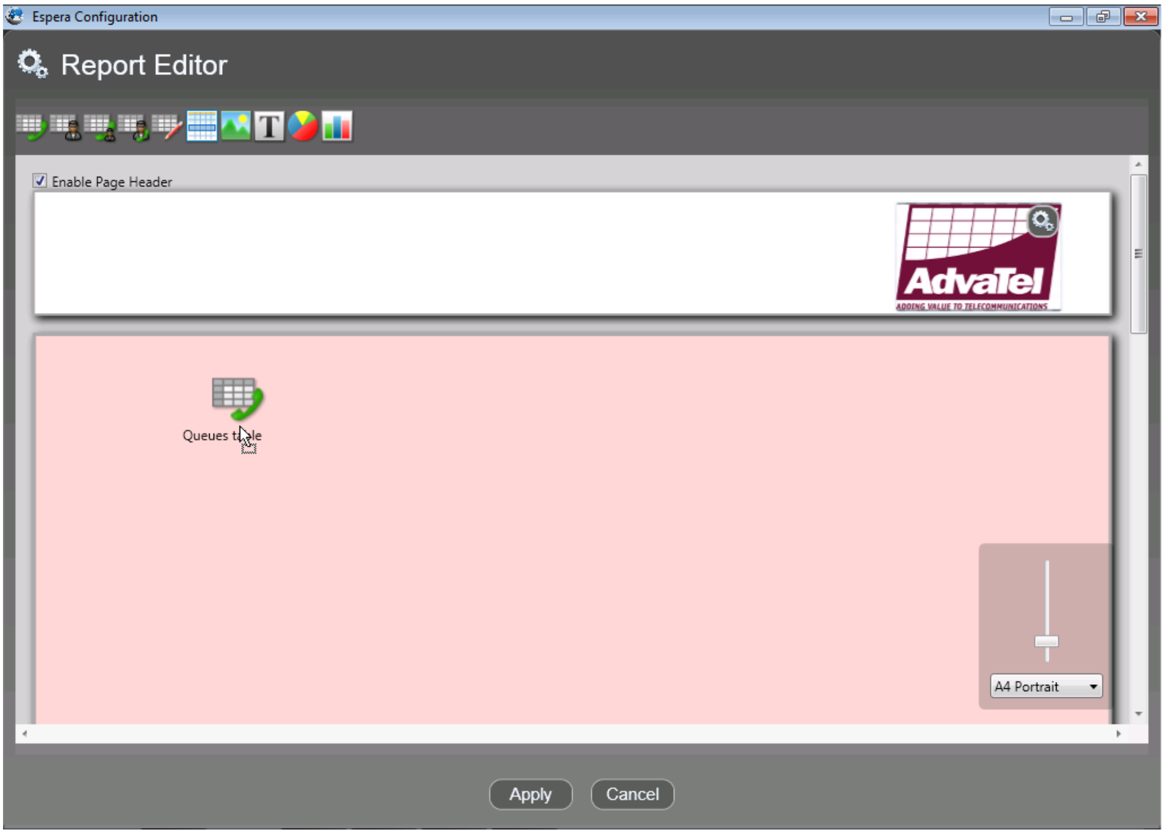
2. Click the  icon to edit the Queue Table

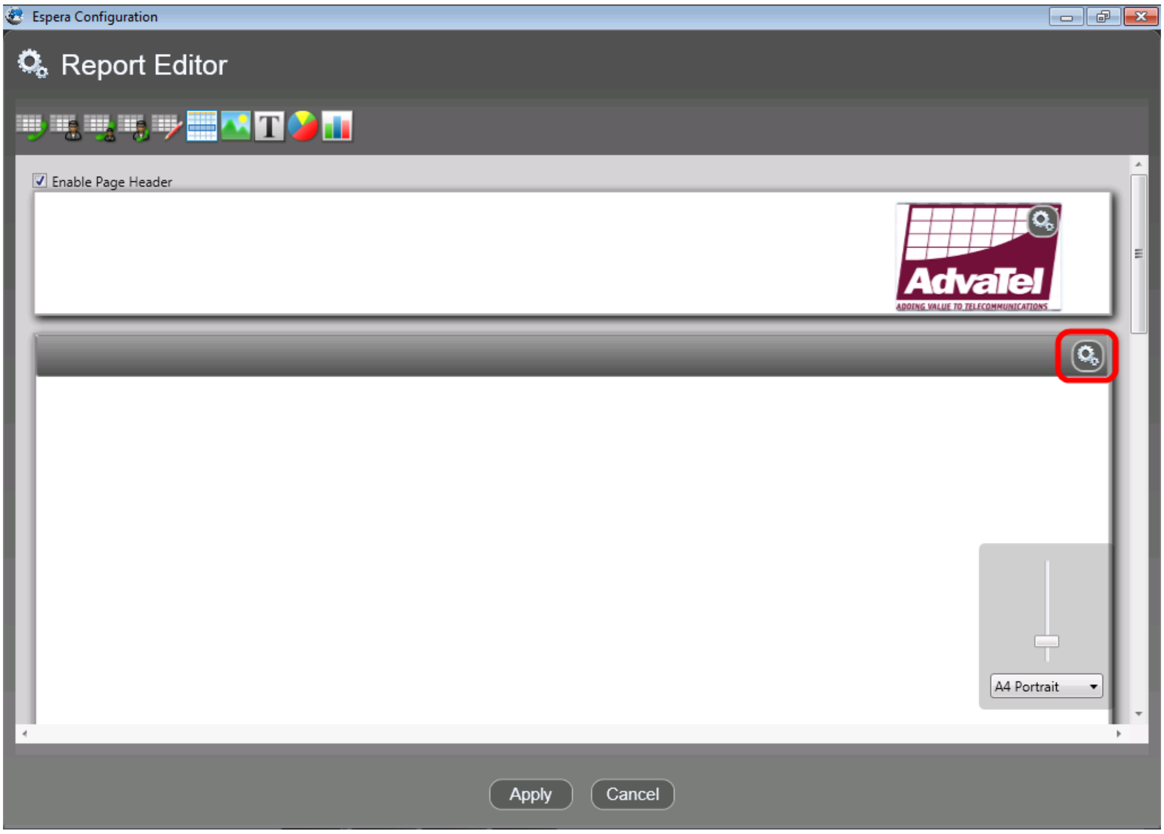
3. Select the datafield(s) to be reported on in table and <Add> to the right-hand column

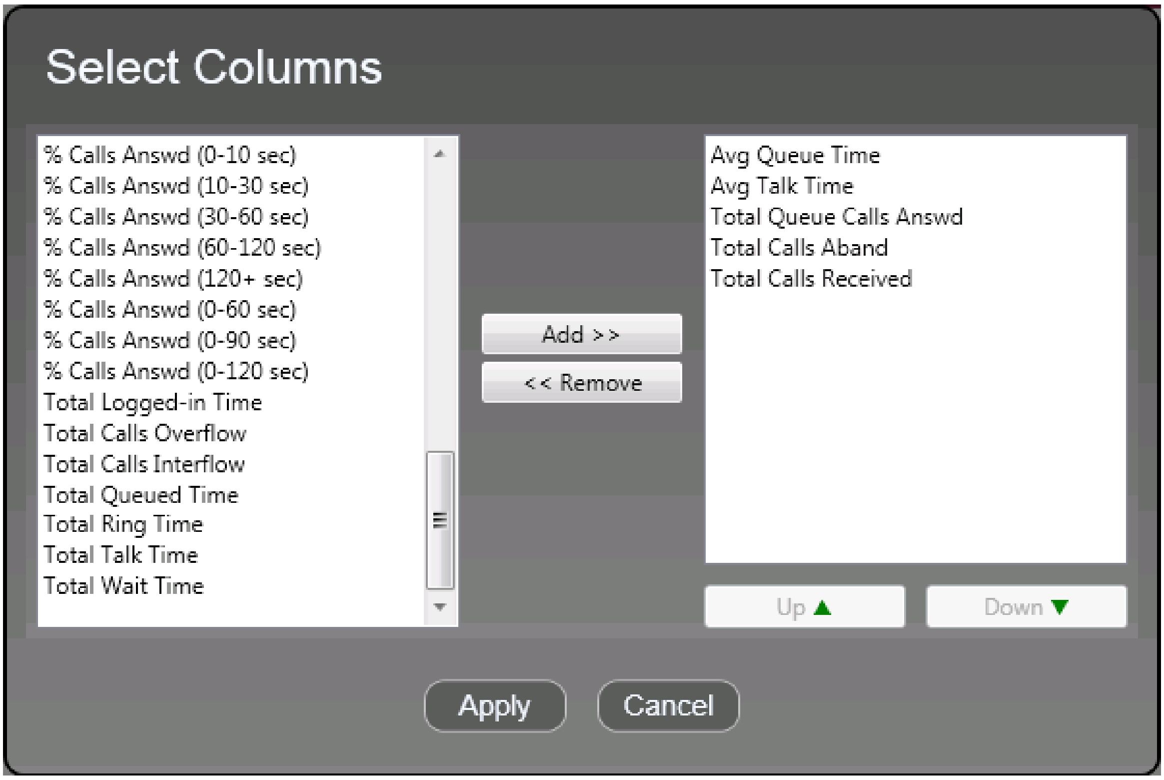
4. The order of the datafields can be changed with the <Up> & <Down> buttons

5. <Apply> to save the configuration

NOTE: The table is dynamically expanding dependant on variables selected when the template report is run. As such, the table has no fixed length during the template creation process.


Espera Configuration
Report Editor
Enable Page Header
AdvaTel
Queues table
A4 Portrait
Apply
Cancel


Espera Configuration
Report Editor
Enable Page Header
AdvaTel
A4 Portrait
Apply
Cancel



5.2.3.2.5 Create/Modify Historical Report Template - Agent Statistics

An Agents Table can be inserted into the body of the template. To insert an Agent Table into the template:

1. Drag the Agent Table icon into the body of the template

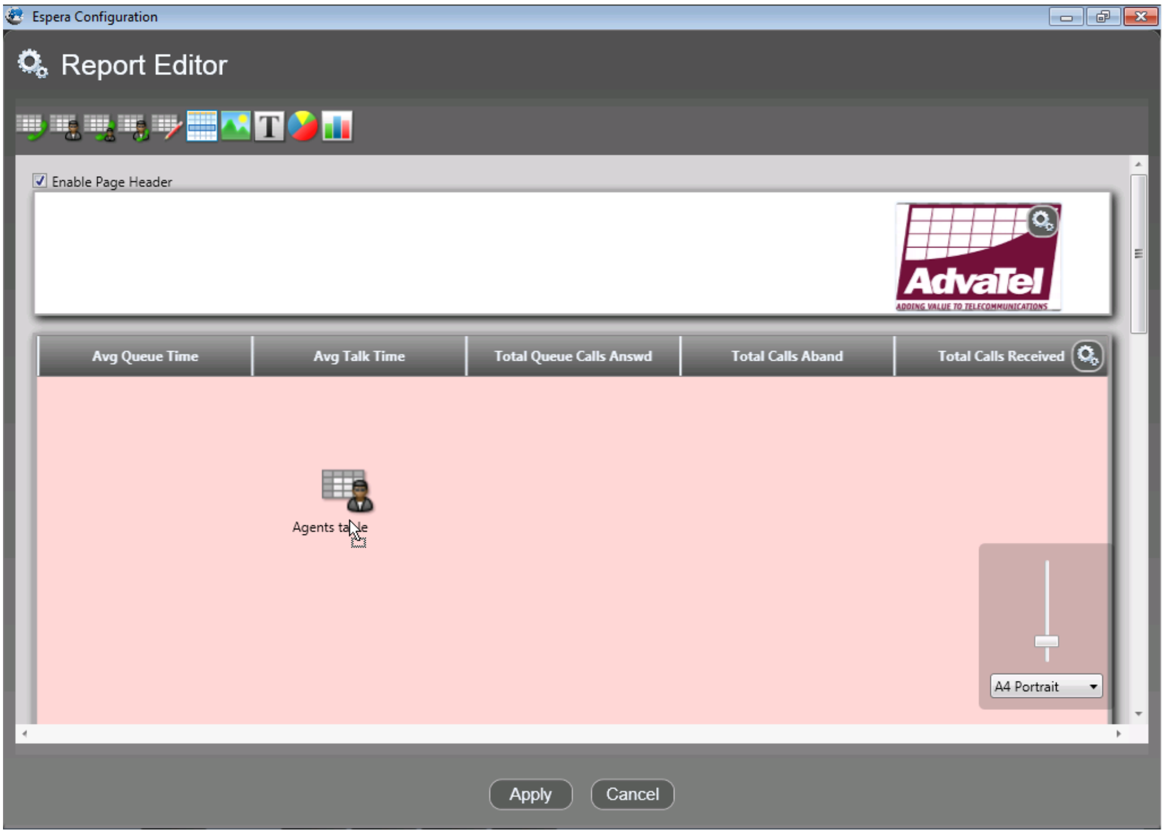
2. Click the  icon to edit the Agent Table

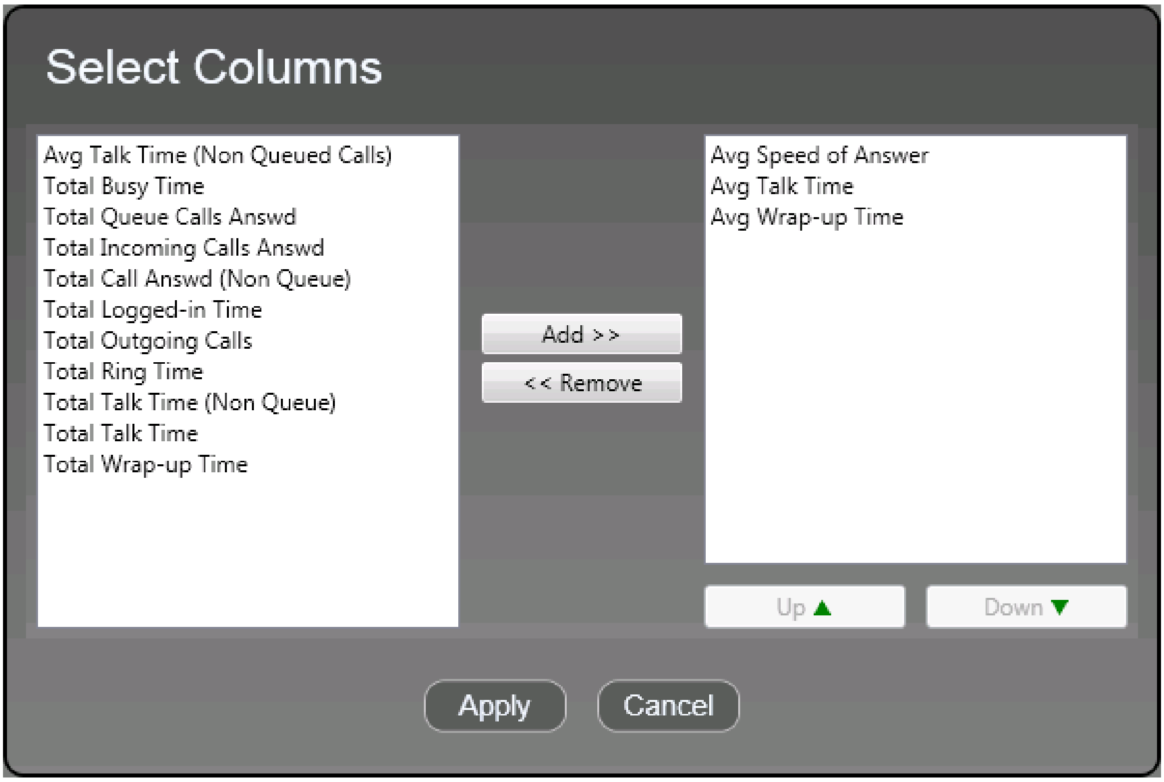
3. Select the datafield(s) to be reported on in table and <Add> to the right-hand column

4. The order of the datafields can be changed with the <Up> & <Down> buttons

5. <Apply> to save the configuration

NOTE: The table is dynamically expanding dependant on variables selected when the template report is run. As such, the table has no fixed length during the template creation process.


Espera Configuration
Report Editor
Enable Page Header
AdvaTel
ADDING VALUE TO TELECOMMUNICATIONS
Avg Queue Time
Avg Talk Time
Total Queue Calls Answd
Total Calls Aband
Total Calls Received
Agents table
A4 Portrait
Apply
Cancel


Select Columns
Avg Talk Time (Non Queued Calls)
Total Busy Time
Total Queue Calls Answd
Total Incoming Calls Answd
Total Call Answd (Non Queue)
Total Logged-in Time
Total Outgoing Calls
Total Ring Time
Total Talk Time (Non Queue)
Total Talk Time
Total Wrap-up Time
Add >>
<< Remove
Avg Speed of Answer
Avg Talk Time
Avg Wrap-up Time
Up
Down
Apply
Cancel

5.2.3.2.6 Create/Modify Historical Report Template - Queues Grouped By Agents

A Queues By Agent Table can be inserted into the body of the template. To insert a Queues By Agent Table into the template:

1. Drag the Queues By Agent Table icon into the body of the template

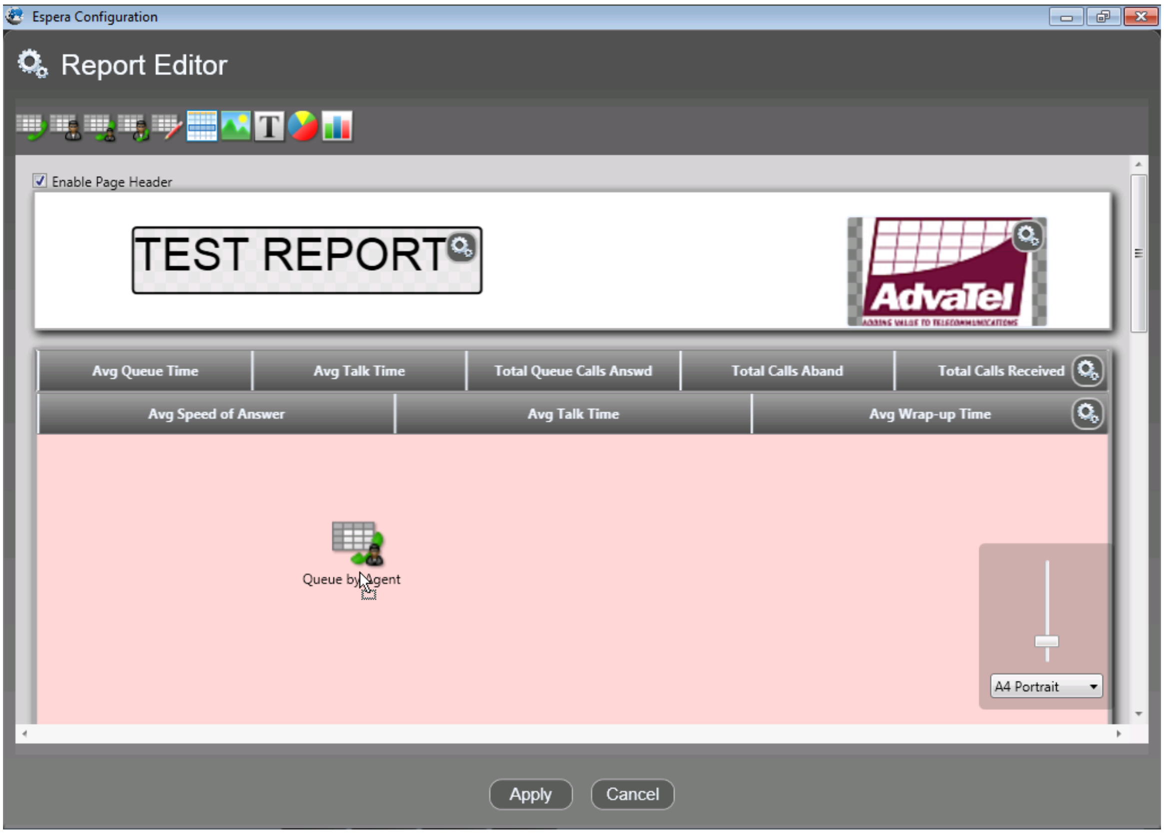
2. Click the  icon to edit the Queues By Agent Table

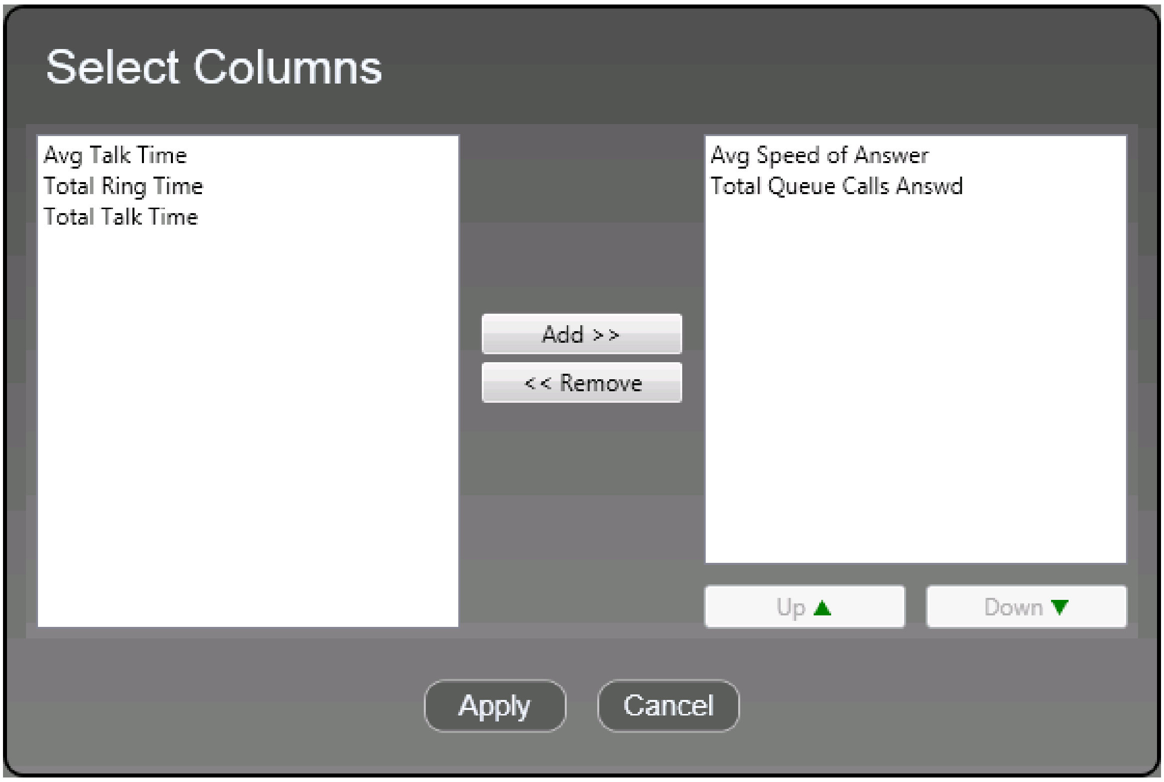
3. Select the datafield(s) to be reported on in table and <Add> to the right-hand column

4. The order of the datafields can be changed with the <Up> & <Down> buttons

5. <Apply> to save the configuration

NOTE: The table is dynamically expanding dependant on variables selected when the template report is run. As such, the table has no fixed length during the template creation process.





5.2.3.2.7 Create/Modify Historical Report Template - Agents Grouped By Queues

An Agents By Queue Table can be inserted into the body of the template. To insert an Agents By Queue Table into the template:

1. Drag the Agents By Queue Table icon into the body of the template

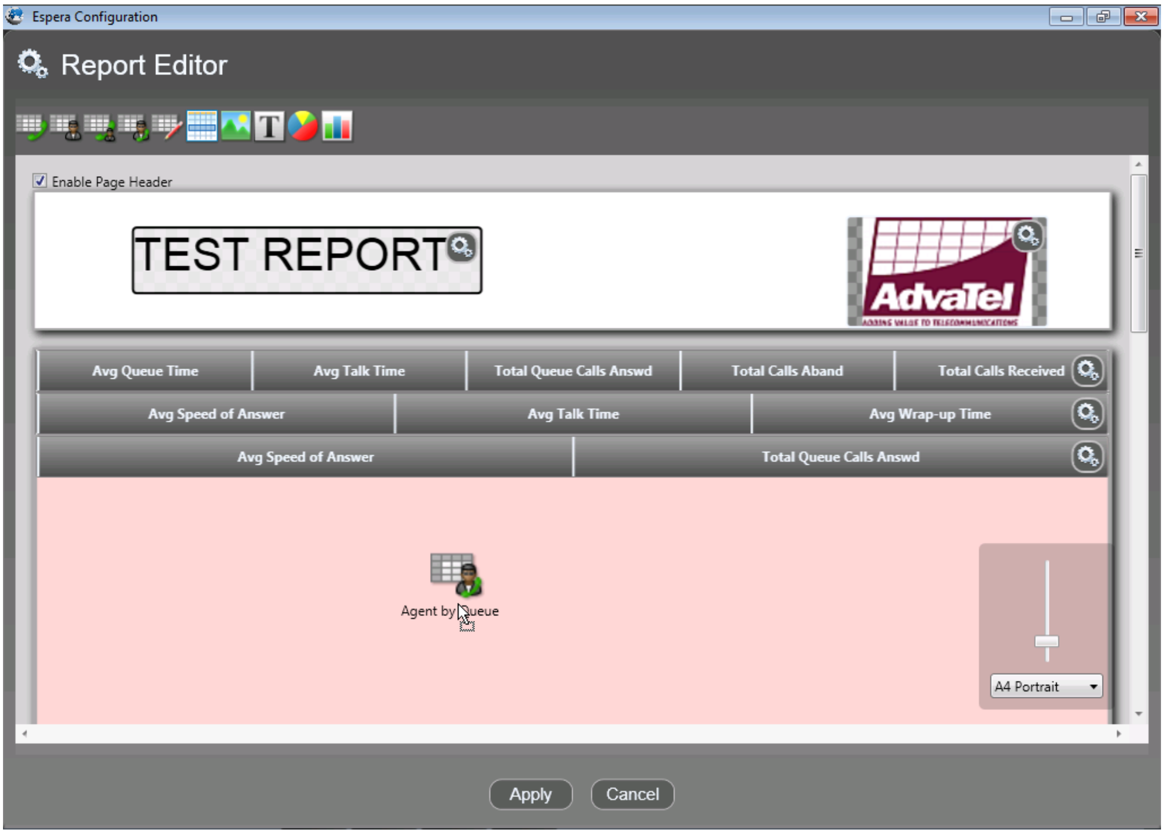
2. Click the  icon to edit the Agents By Queue Table

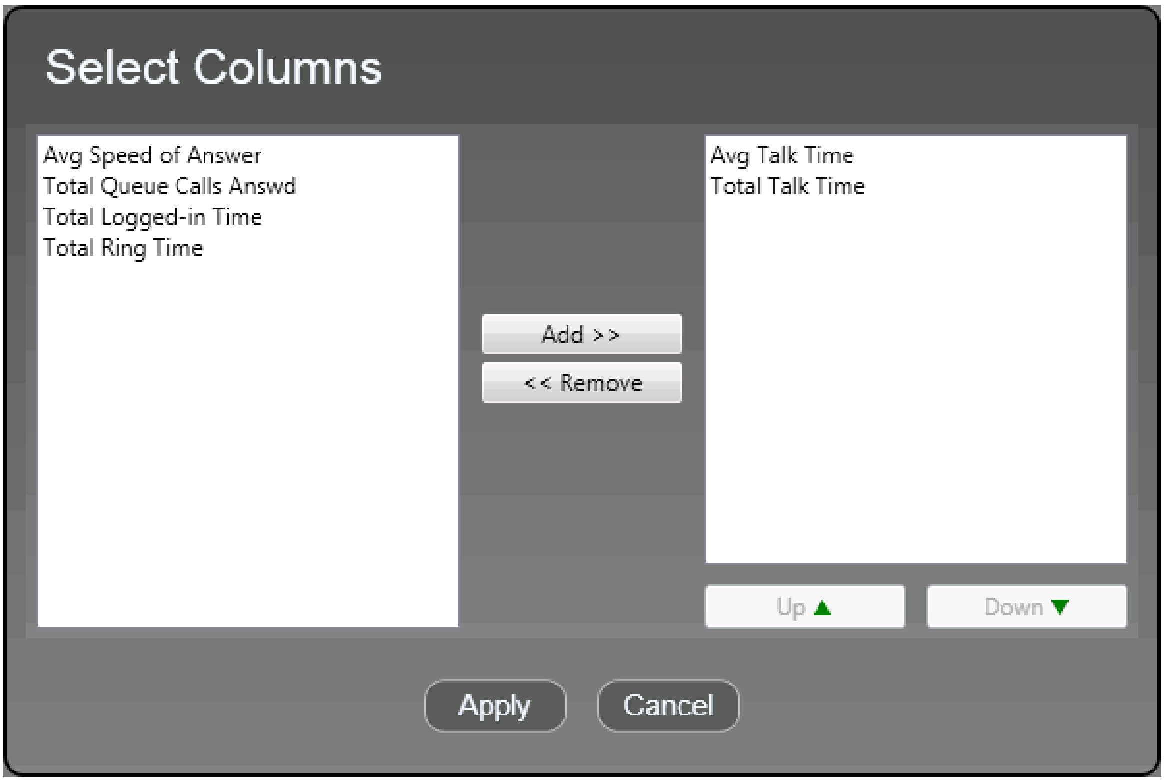
3. Select the datafield(s) to be reported on in table and <Add> to the right-hand column

4. The order of the datafields can be changed with the <Up> & <Down> buttons

5. <Apply> to save the configuration

NOTE: The table is dynamically expanding dependant on variables selected when the template report is run. As such, the table has no fixed length during the template creation process.


Espera Configuration
Report Editor
Enable Page Header
TEST REPORT
AdvaTel
Avg Queue Time
Avg Talk Time
Total Queue Calls Answd
Total Calls Aband
Total Calls Received
Avg Speed of Answer
Avg Talk Time
Avg Wrap-up Time
Avg Speed of Answer
Total Queue Calls Answd
Agent by Queue
A4 Portrait
Apply
Cancel


Select Columns
Avg Speed of Answer
Total Queue Calls Answd
Total Logged-in Time
Total Ring Time
Add >>
<< Remove
Avg Talk Time
Total Talk Time
Up
Down
Apply
Cancel

5.2.3.2.8 Create/Modify Historical Report Template - Wrap Up Statistics

A Wrap Up Table can be inserted into the body of the template. To insert a Wrap Up Table into the template:

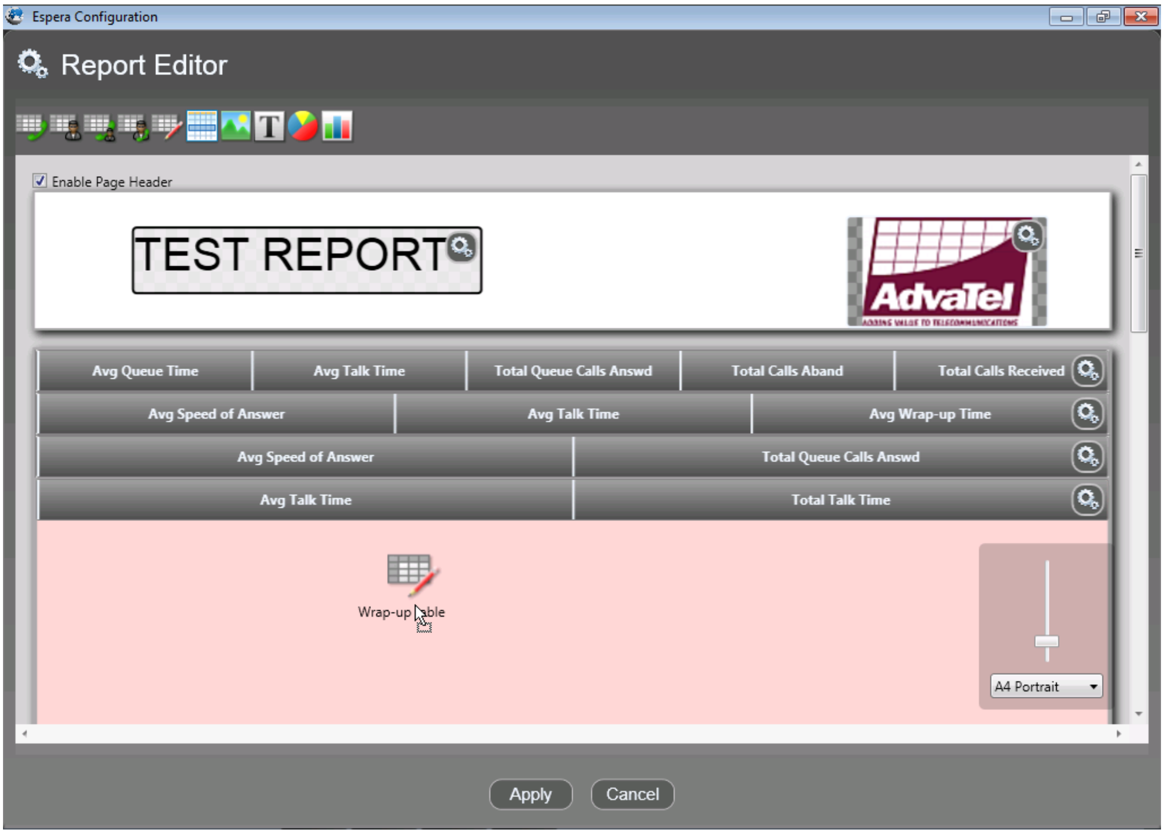
1. Drag the Wrap Up Table icon into the body of the template

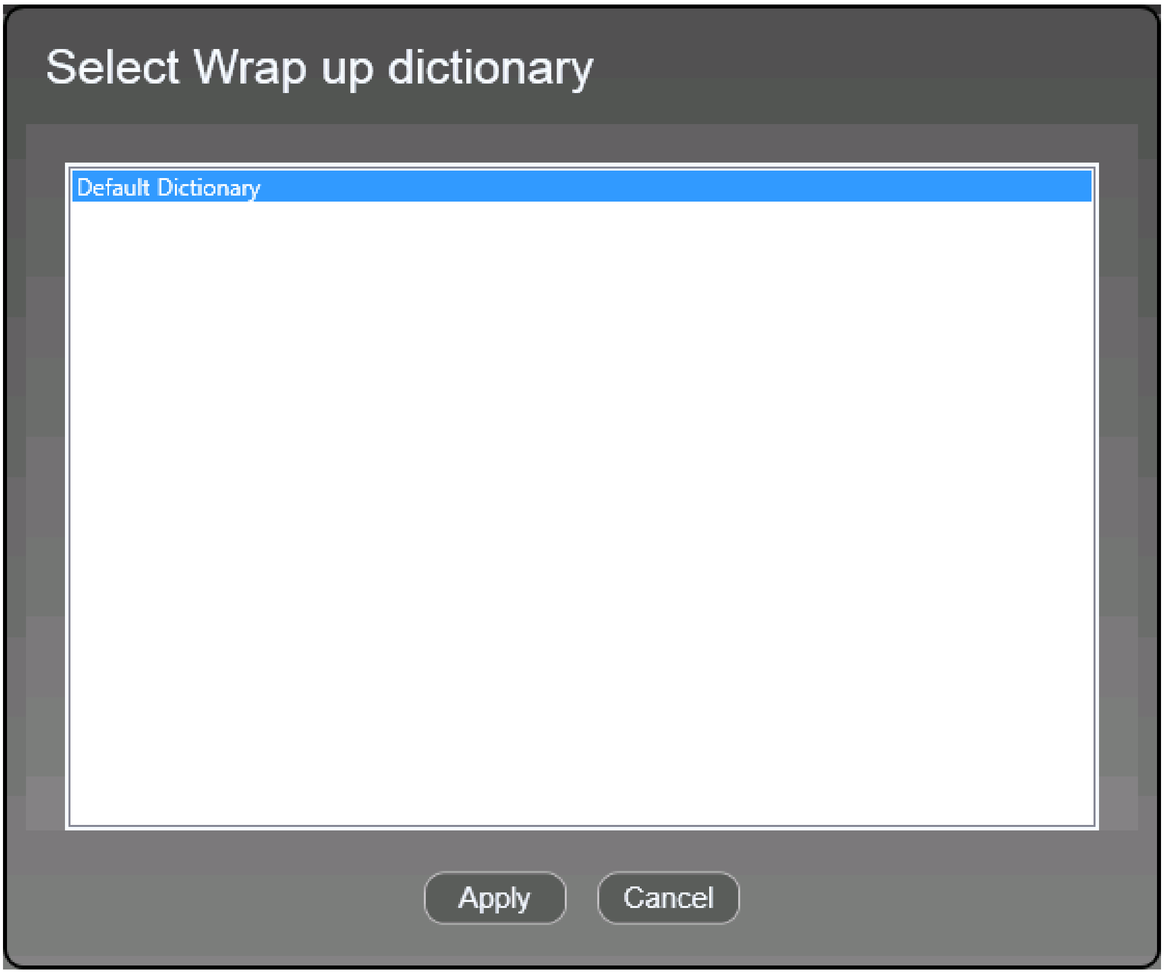
2. Click the  icon to edit the Agent Table

3. Select the Wrap Up Dictionary to be reported on in table

4. <Apply> to save the configuration

NOTE: The table is dynamically expanding dependant on variables selected when the template report is run. As such, the table has no fixed length during the template creation process.





5.2.3.2.9 Create/Modify Historical Report Template - Time Intervals

A Time Interval Table can be inserted into the body of the template. To insert a Time Interval Table into the template:

1. Drag the Time Interval Table icon into the body of the template

2. Click the  icon to edit the Agent Table

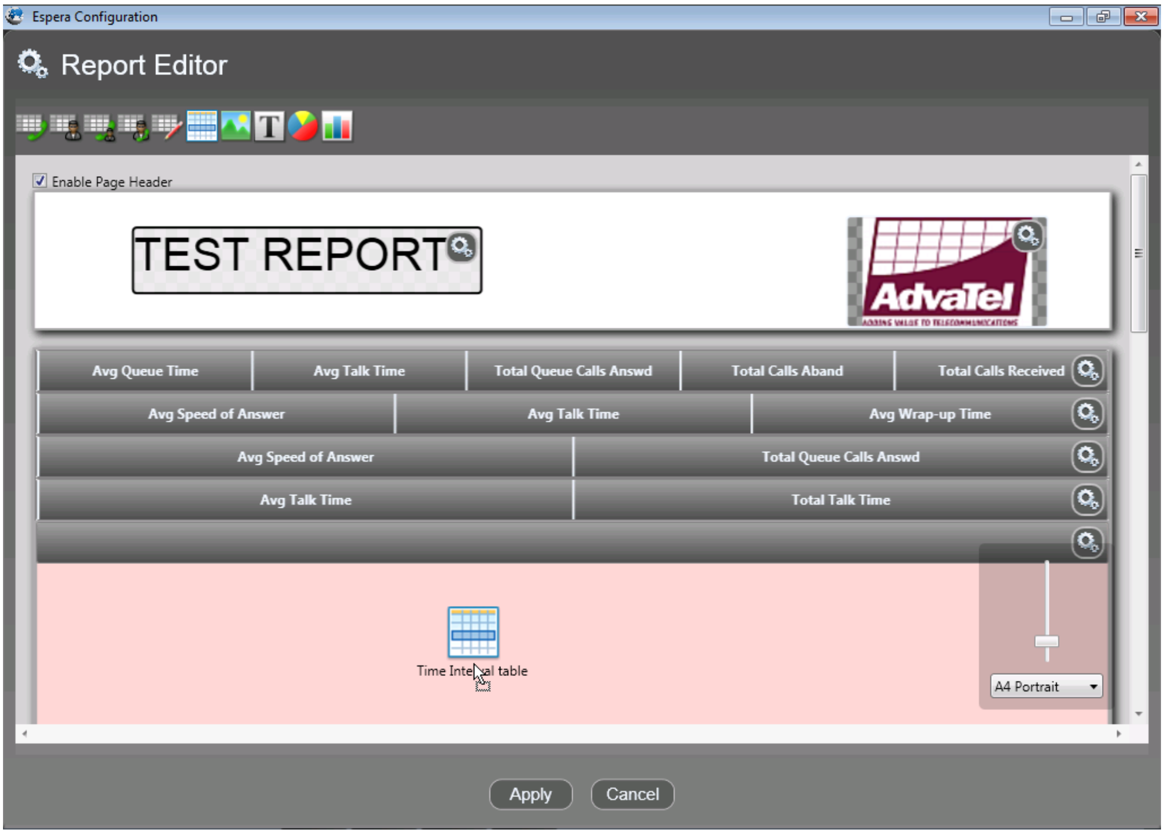
3. Select the datafield(s) to be reported on in table and <Add> to the right-hand column

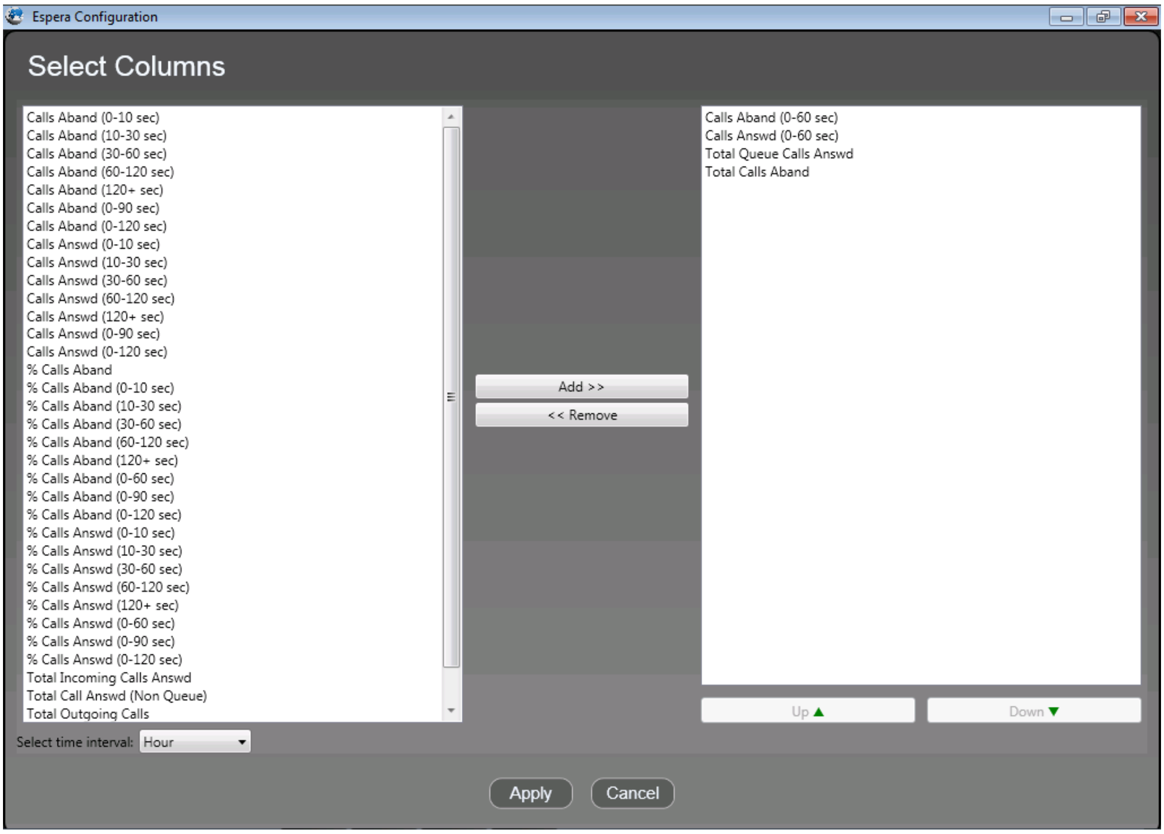
4. The order of the datafields can be changed with the <Up> & <Down> buttons

5. Select the time interval required from the drop down list

6. <Apply> to save the configuration

NOTE: The table is dynamically expanding dependant on variables selected when the template report is run. As such, the table has no fixed length during the template creation process.


Espera Configuration
Report Editor
Enable Page Header
TEST REPORT
AdvaTel
Avg Queue Time
Avg Talk Time
Total Queue Calls Answd
Total Calls Aband
Total Calls Received
Avg Speed of Answer
Avg Talk Time
Avg Wrap-up Time
Avg Speed of Answer
Total Queue Calls Answd
Avg Talk Time
Total Talk Time
Time Interval table
A4 Portrait
Apply
Cancel


Espera Configuration
Select Columns
Calls Aband (0-10 sec)
Calls Aband (10-30 sec)
Calls Aband (30-60 sec)
Calls Aband (60-120 sec)
Calls Aband (120+ sec)
Calls Aband (0-90 sec)
Calls Aband (0-120 sec)
Calls Answd (0-10 sec)
Calls Answd (10-30 sec)
Calls Answd (30-60 sec)
Calls Answd (60-120 sec)
Calls Answd (120+ sec)
Calls Answd (0-90 sec)
Calls Answd (0-120 sec)
% Calls Aband
% Calls Aband (0-10 sec)
% Calls Aband (10-30 sec)
% Calls Aband (30-60 sec)
% Calls Aband (60-120 sec)
% Calls Aband (120+ sec)
% Calls Aband (0-60 sec)
% Calls Aband (0-90 sec)
% Calls Aband (0-120 sec)
% Calls Answd (0-10 sec)
% Calls Answd (10-30 sec)
% Calls Answd (30-60 sec)
% Calls Answd (60-120 sec)
% Calls Answd (120+ sec)
% Calls Answd (0-60 sec)
% Calls Answd (0-90 sec)
% Calls Answd (0-120 sec)
Total Incoming Calls Answd
Total Call Answd (Non Queue)
Total Outgoing Calls
Add >>
<< Remove
Calls Aband (0-60 sec)
Calls Answd (0-60 sec)
Total Queue Calls Answd
Total Calls Aband
Up
Down
Select time interval:
Hour
Apply
Cancel

5.2.3.2.10 Create/Modify Historical Report Template - Pie Charts

A Pie Chart can be inserted anywhere in the body of the template. To insert a Pie Chart into the template:

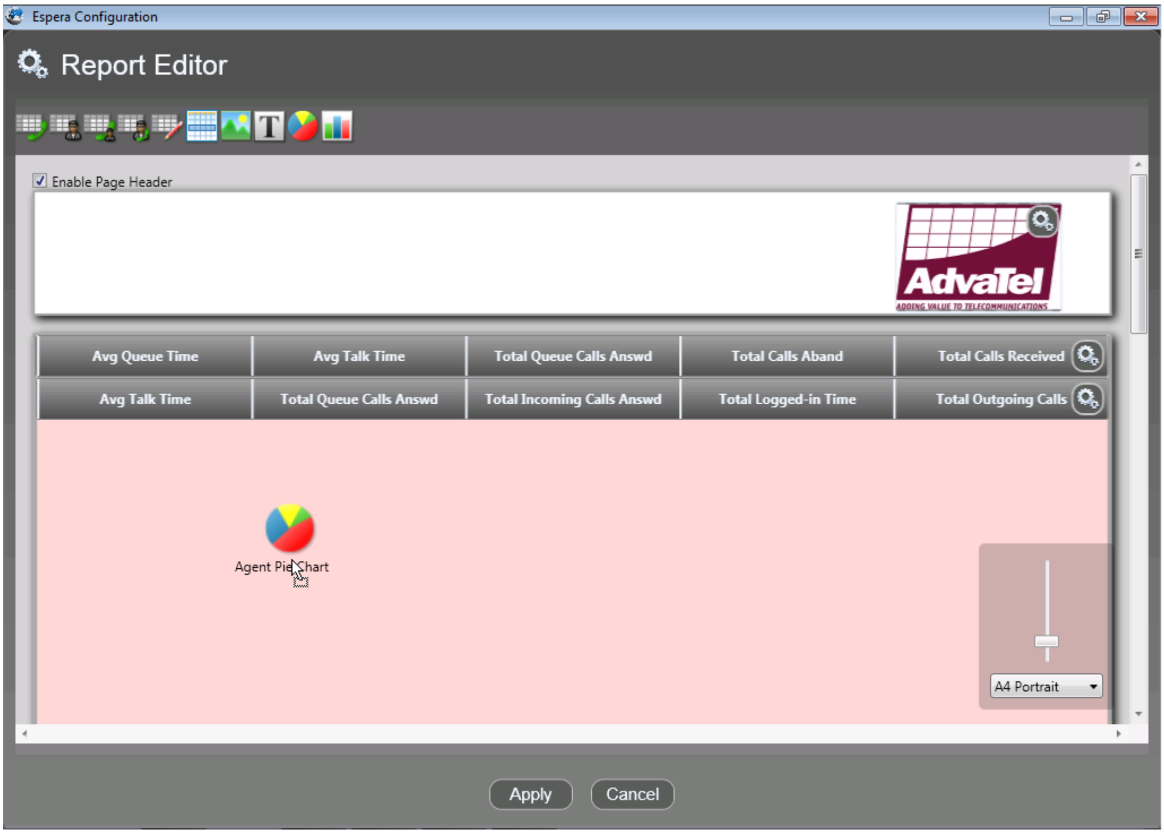
1. Drag the Pie Chart icon to the location on the template for the Pie Chart

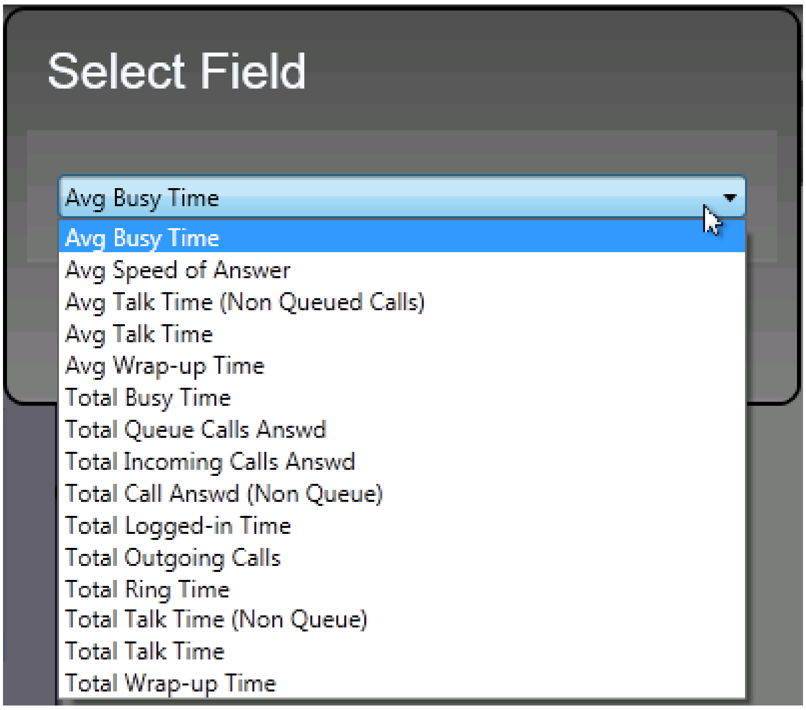
2. Click the  icon to edit the Pie Chart

3. Select the field to be report in the Pie Chart

4. <OK> to save the Pie Chart configuration

5. The Pie Chart can be resized in the template by highlighting the Pie Chart and adjust the size with the handles





5.2.3.2.11 Create/Modify Historical Report Template - Bar Graph

A Bar Graph can be inserted anywhere in the body of the template. To insert a Bar Graph into the template:

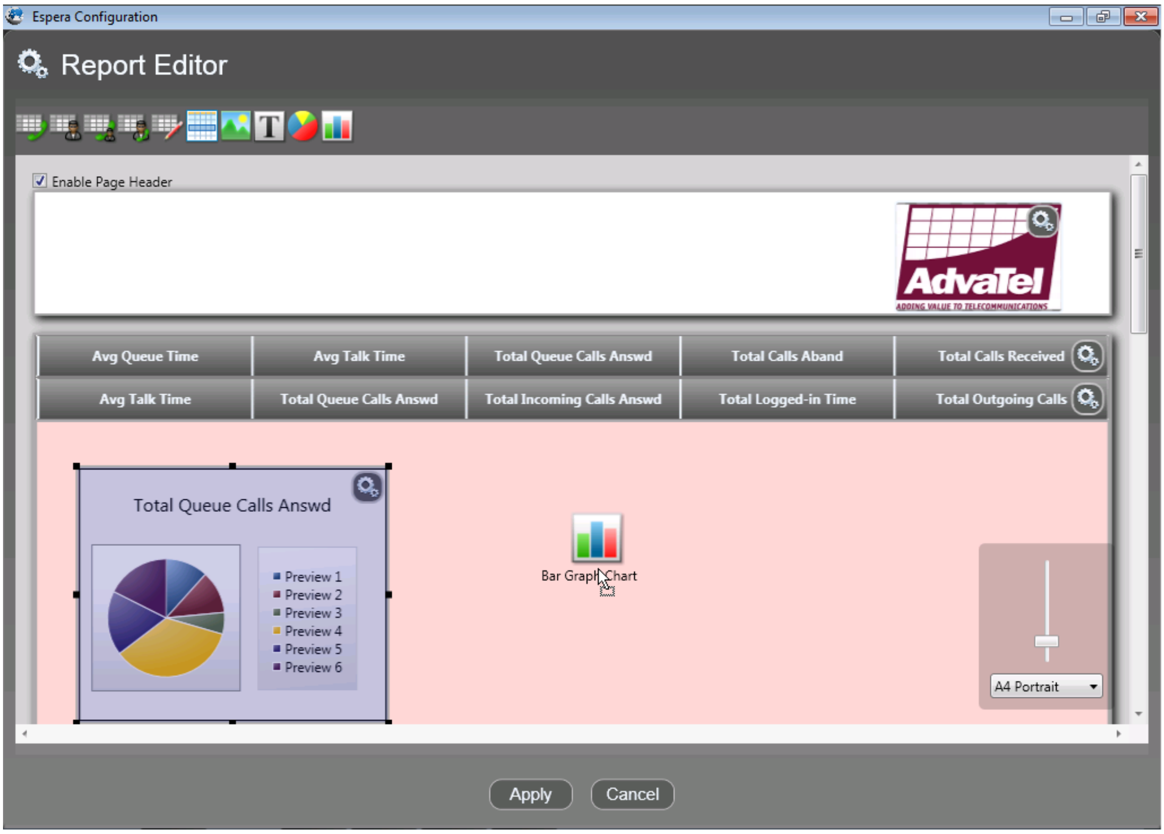
1. Drag the Bar Graph icon to the location on the template for the Bar Graph

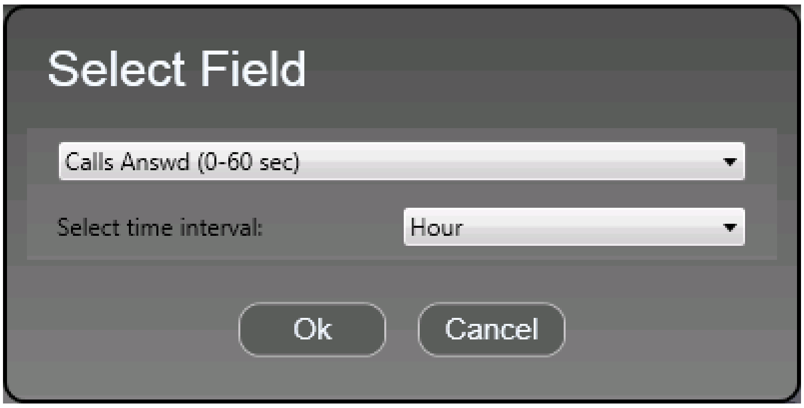
2. Click the icon to edit the Bar Graph

3. Select the field to be report in the bar graph along with the time interval

4. <OK> to save the Bar Graph configuration

5. The Bar Graph can be resized in the template by highlighting the Bar Graph and adjust the size with the handles

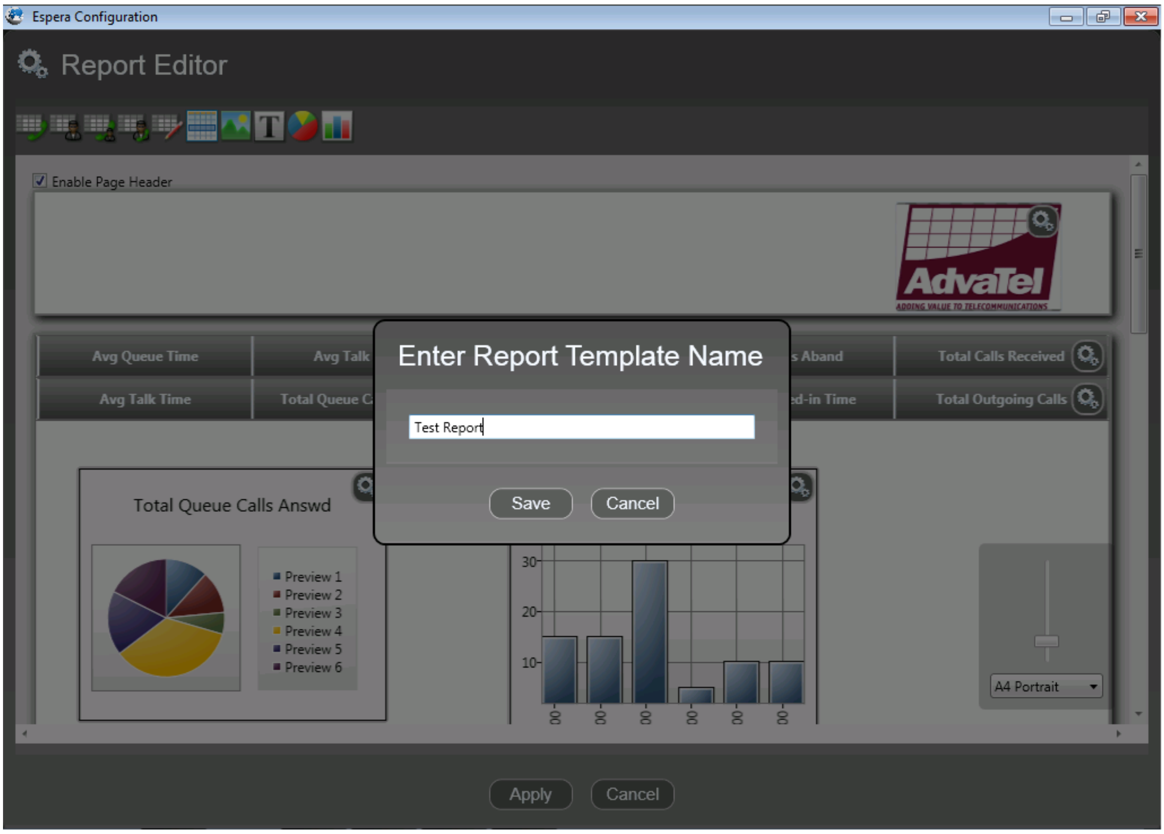




5.2.3.2.12 Create/Modify Historical Report Template - Template Name

1. When the template has been created in the desired format, select <Apply>

2. Enter a name for the Historical Report Template, then click <Save> to save the template.

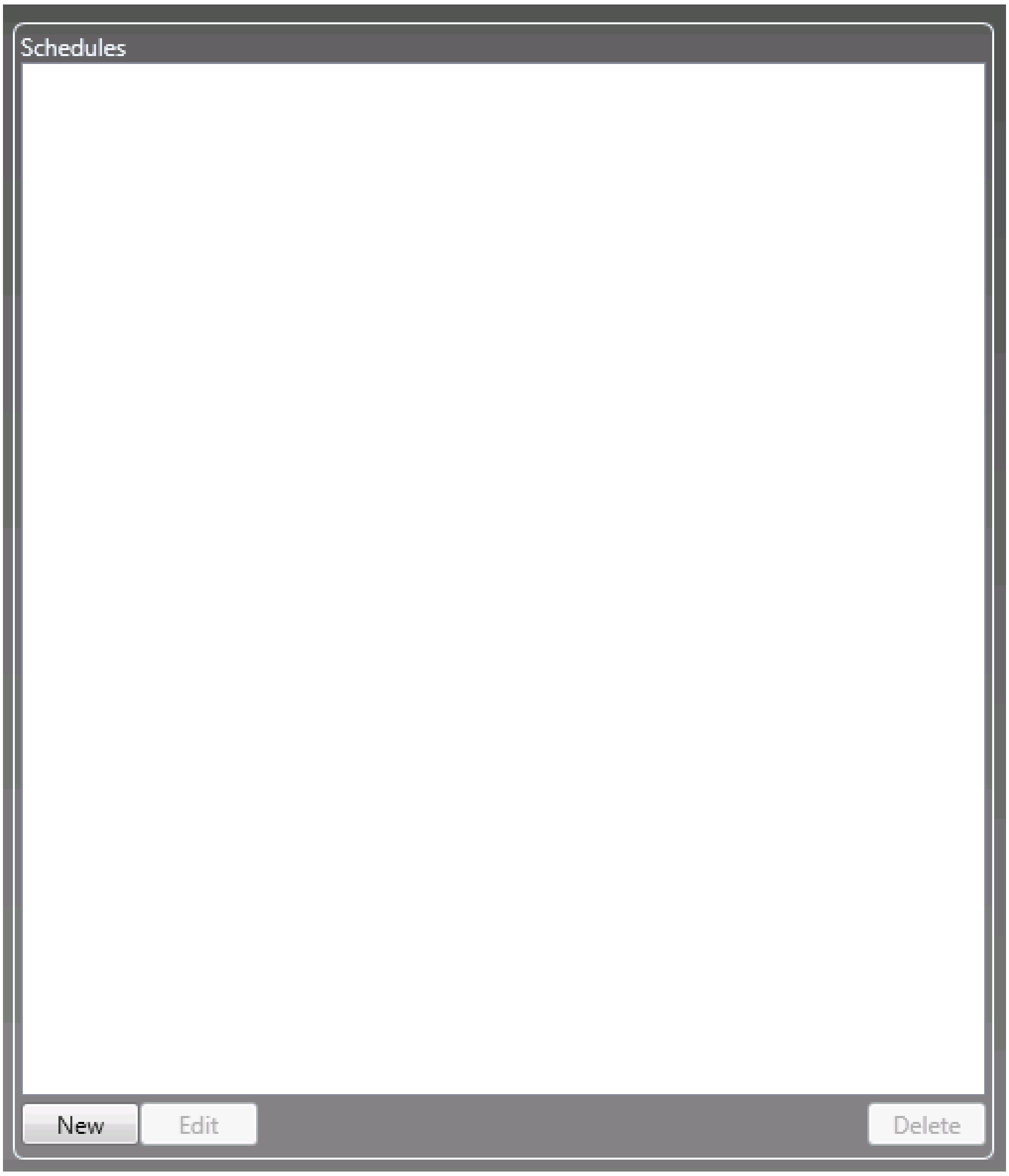


5.2.3.3 Historical Report Schedules

Historical Reports can be scheduled to run at pre-determined days/times. The following steps will guide you through creating/modifying a report schedule.

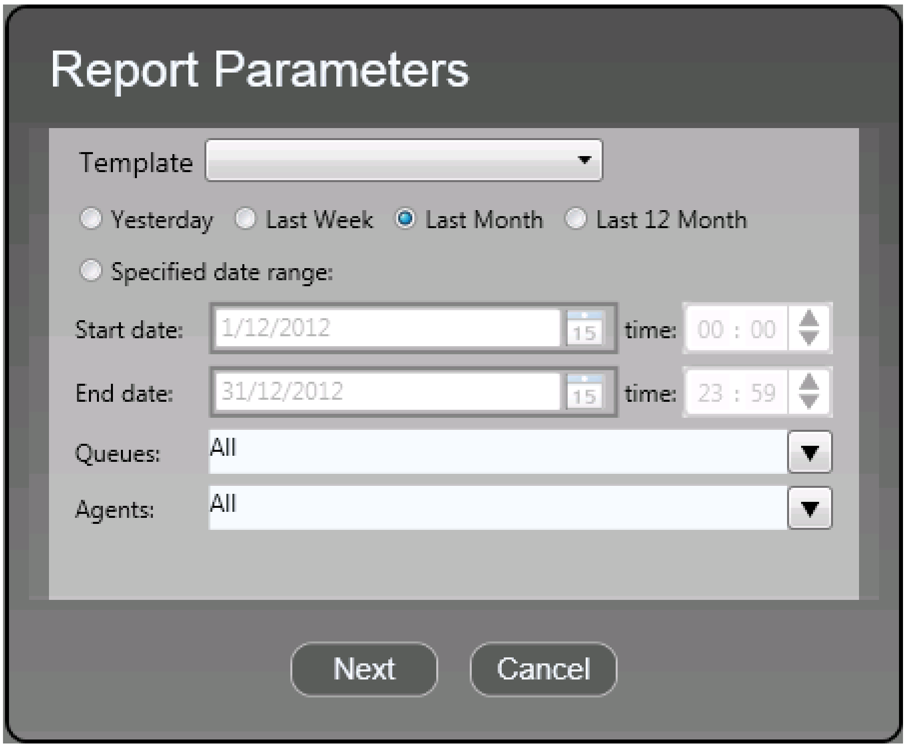
5.2.3.3.1 Create/Modify Historical Report Schedules - Step 1

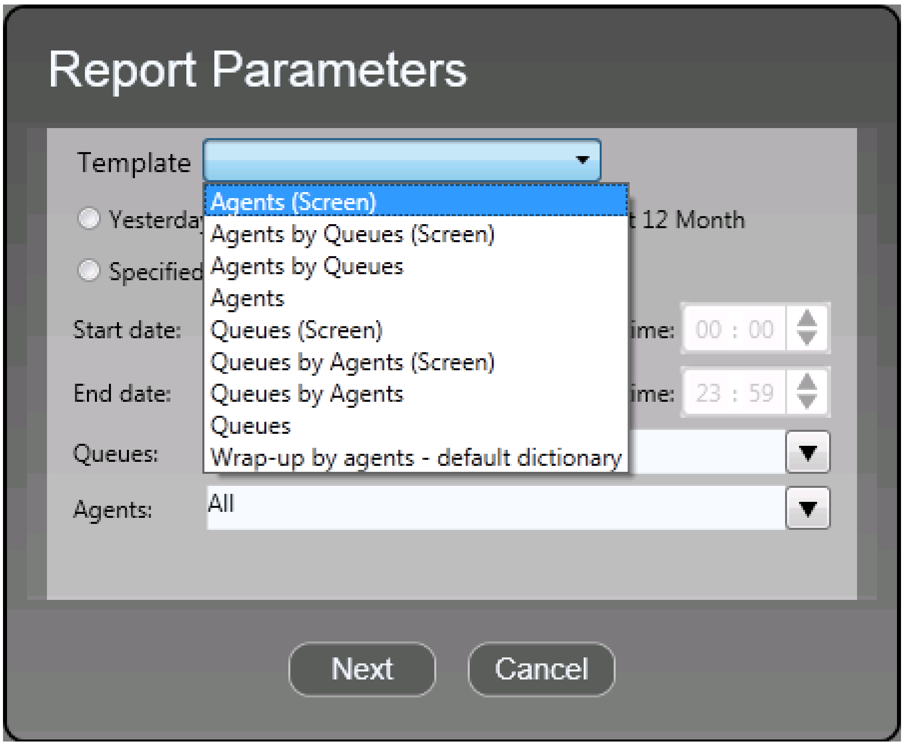
Click <New> to start a new report schedule, or <Edit> to edit an existing report schedule



5.2.3.3.2 Create/Modify Historical Report Schedules - Step 2

1. Select the pre configured template from the Template list.





5.2.3.3.3 Create/Modify Historical Report Schedules - Step 3

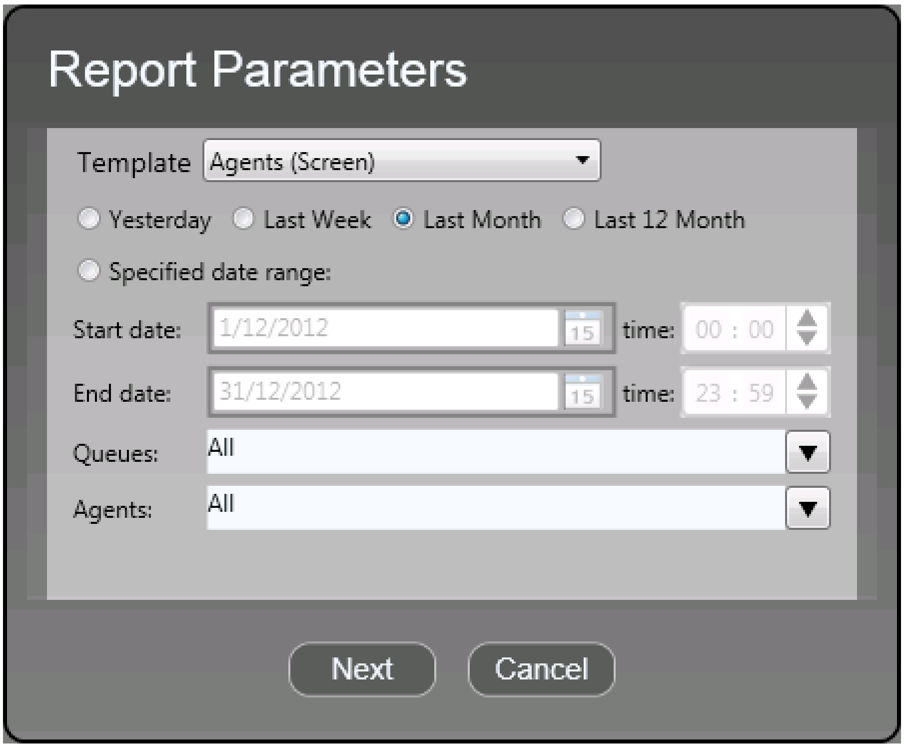
1. Select from the predetermined date ranges, or specify a date range for the report

2. Select the Queue or Queues for the report

3. Select the Agent or Agents for the report

4. Select <Next> to continue

NOTE: The "Report Parameters" MUST contain at least one (1) "Queue" and one (1) "Agent" to generate a report.



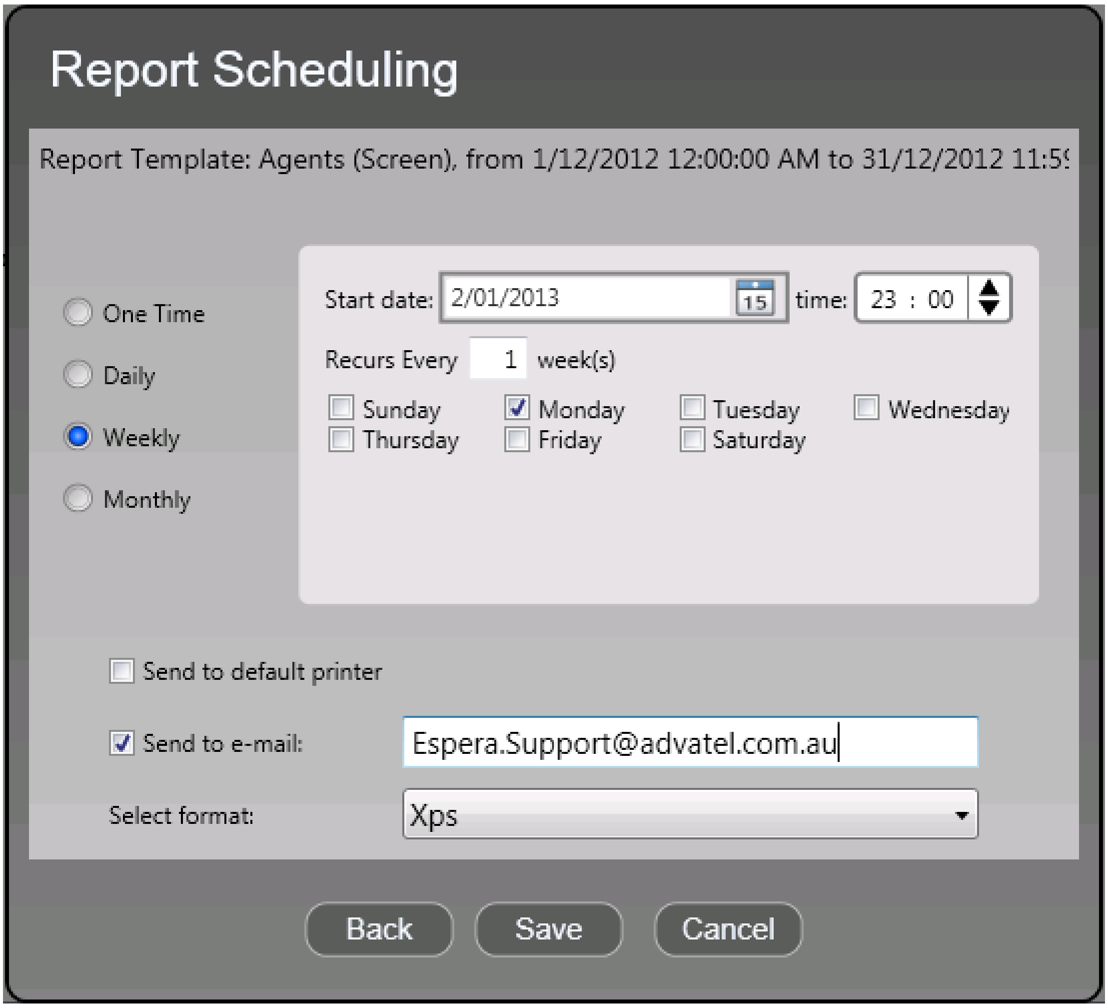
5.2.3.3.4 Create/Modify Historical Report Schedules - Step 4

1. Select the report frequency:
    - One Time - Report will run "One Time" only at the specified date/time and not repeat.
    - Daily - Report will run every x number of day(s), at the specified time, starting from the specified date
    - Weekly - Report will run on the selected days, every x week(s)
    - Monthly - Report will run every x month(s), on the specified day of the month

2. Select "Send to default printer" if the report is to be printed to the default printer on the Espera Server.

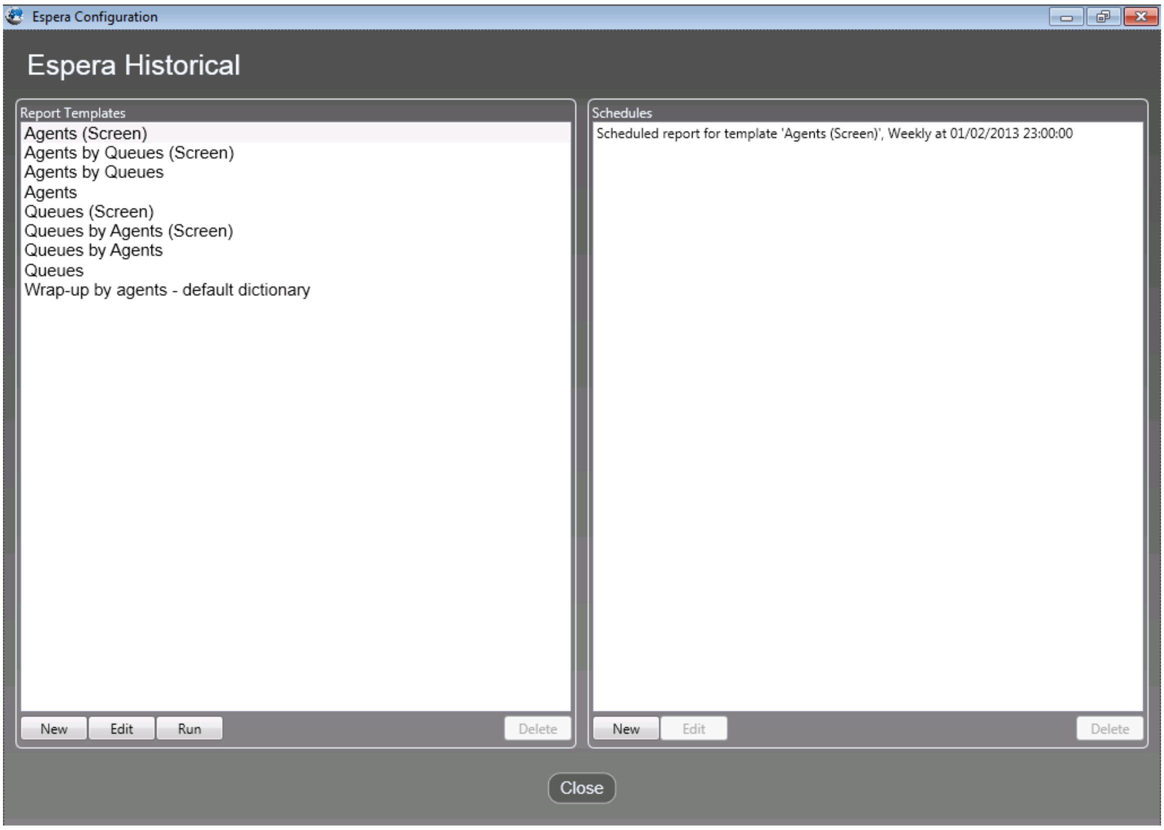
3. Select "Send to e-mail" and specify an email address, if the report is to be sent by email.
    - Select the format for the report from the drop down list. Options are: Xps - For viewing the report onscreen or manually printing; Csv - Format allowing the report data to be used by other database programs.

4. Press <Save> to save the scheduled report



5.2.3.3.5 Create/Modify Historical Report Schedules - Step 5

Confirm the schedule has been created and has the correct schedule details.

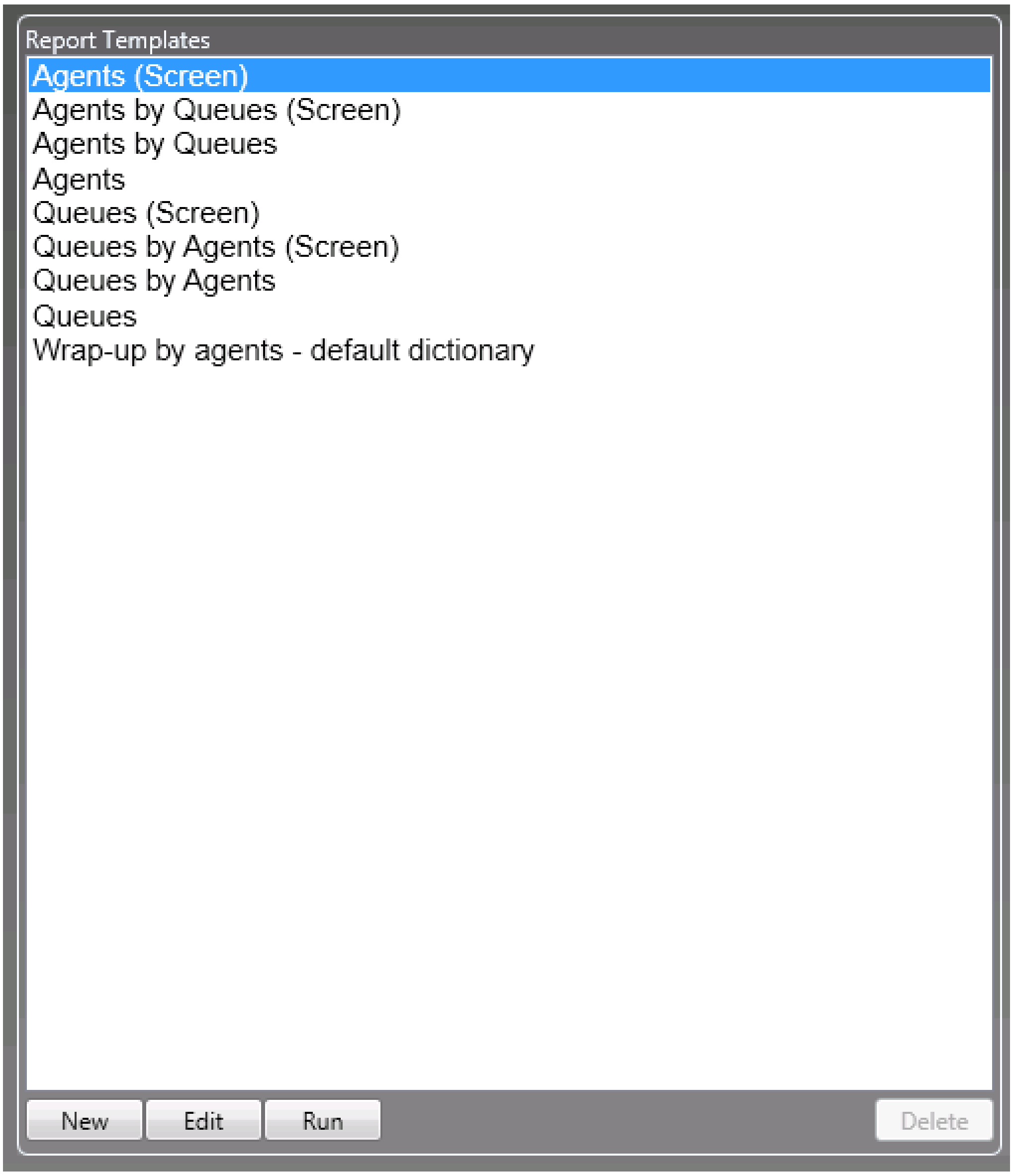


5.2.3.4 Run Historical Report

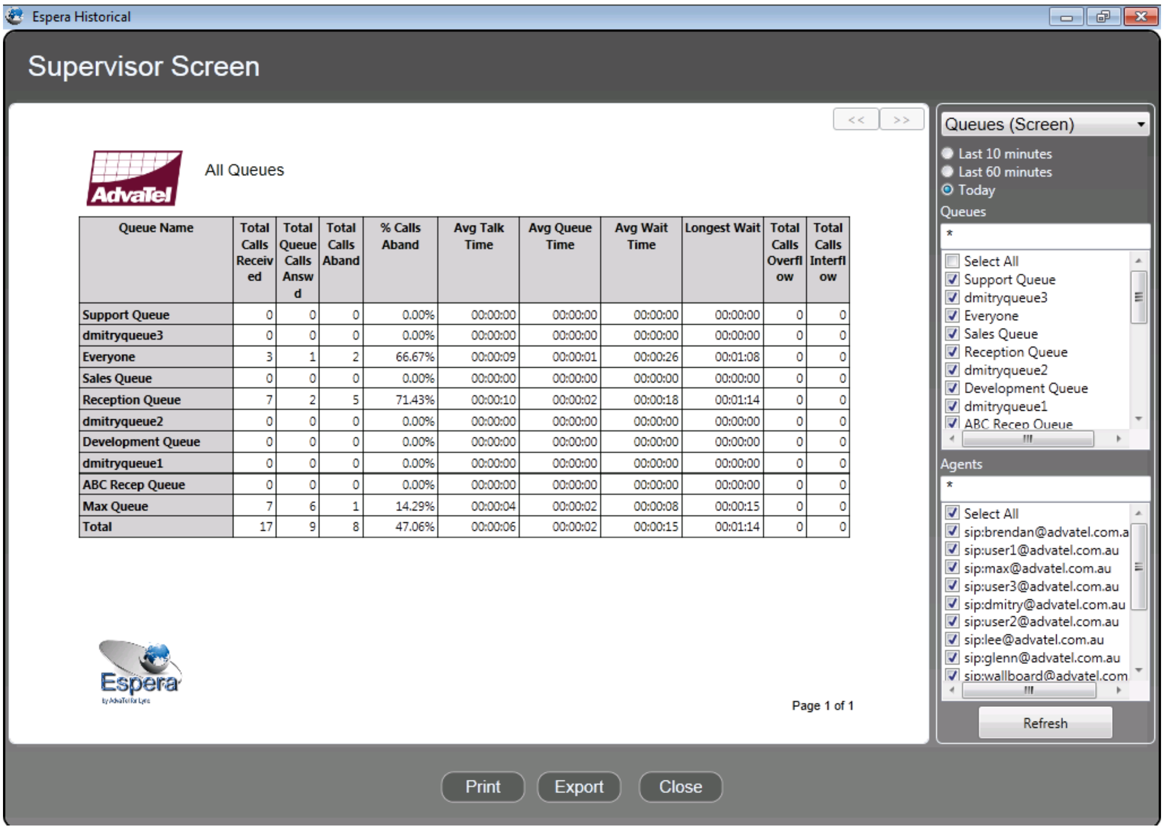
Historical Reports can be run manually at any time. The following steps will guide you through running a manual historical report.

5.2.3.4.1 Run Historical Report - Step 1

Select <Run> from the Historical Configuration screen, or <Print> from the Supervisor Screen.



Historical Configuration



Supervisor Screen

5.2.3.4.2 Run Historical Report - Step 2

1. Select the pre configured template from the Template list.

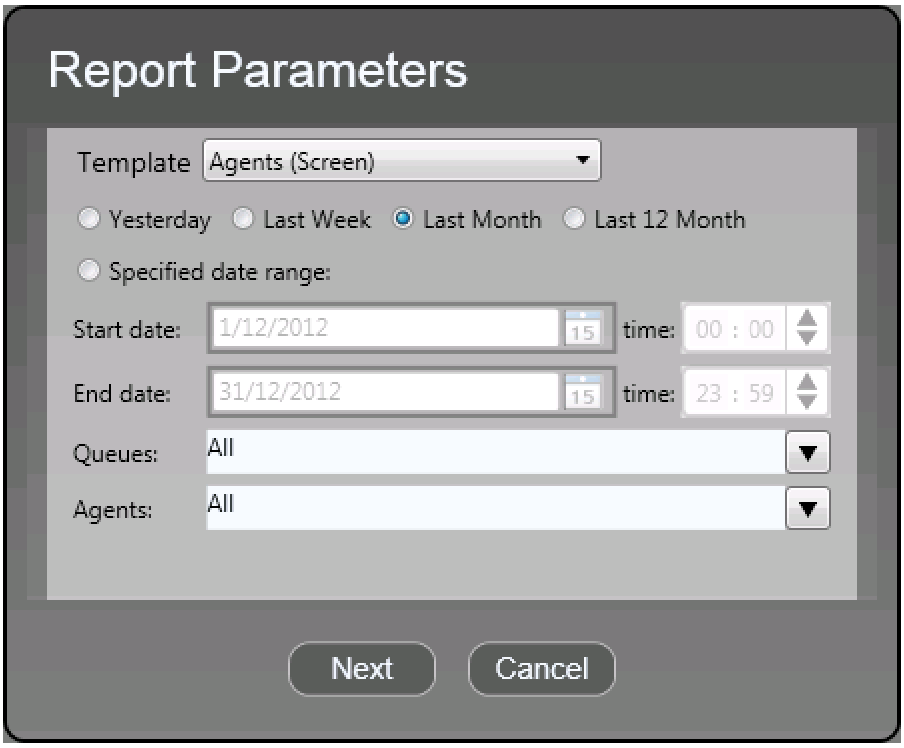
2. Select from the predetermined date ranges, or specify a date range for the report

3. Select the Queue or Queues for the report

4. Select the Agent or Agents for the report

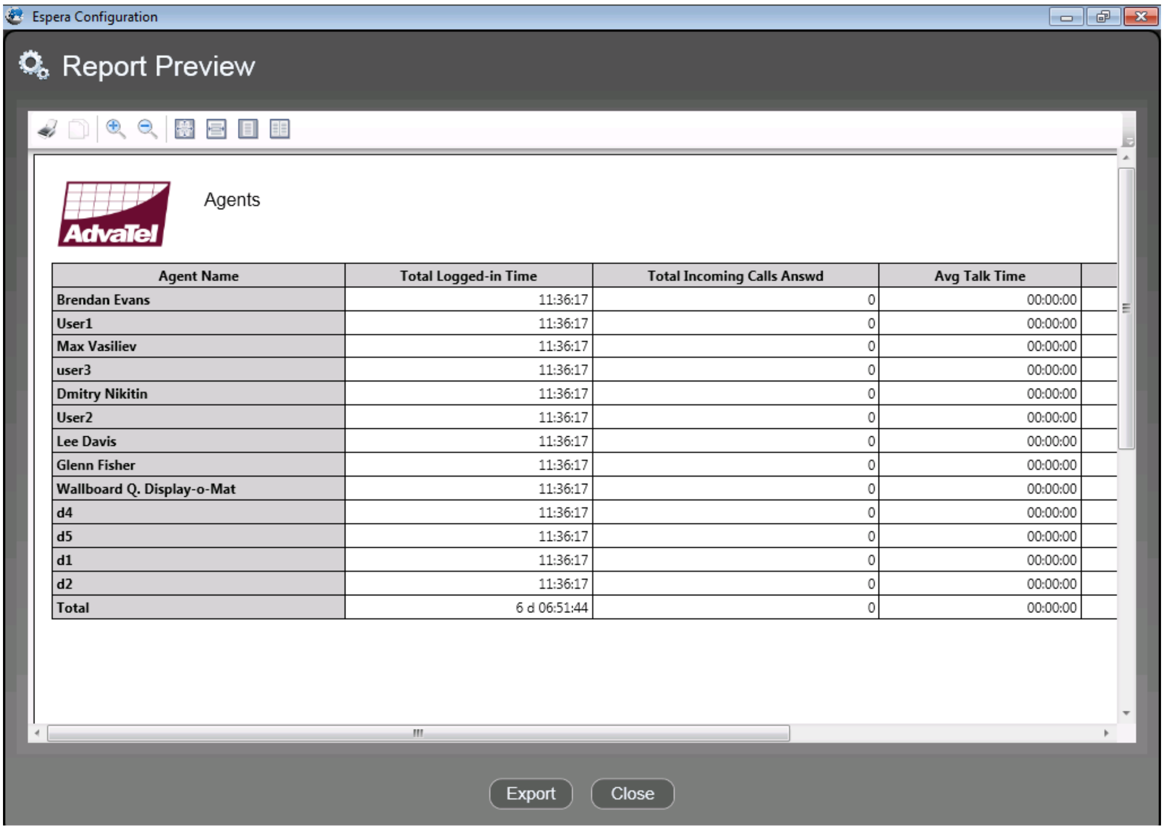
5. Select <Next> to continue

NOTE: The "Report Parameters" MUST contain at least one (1) "Queue" and one (1) "Agent" to generate a report.

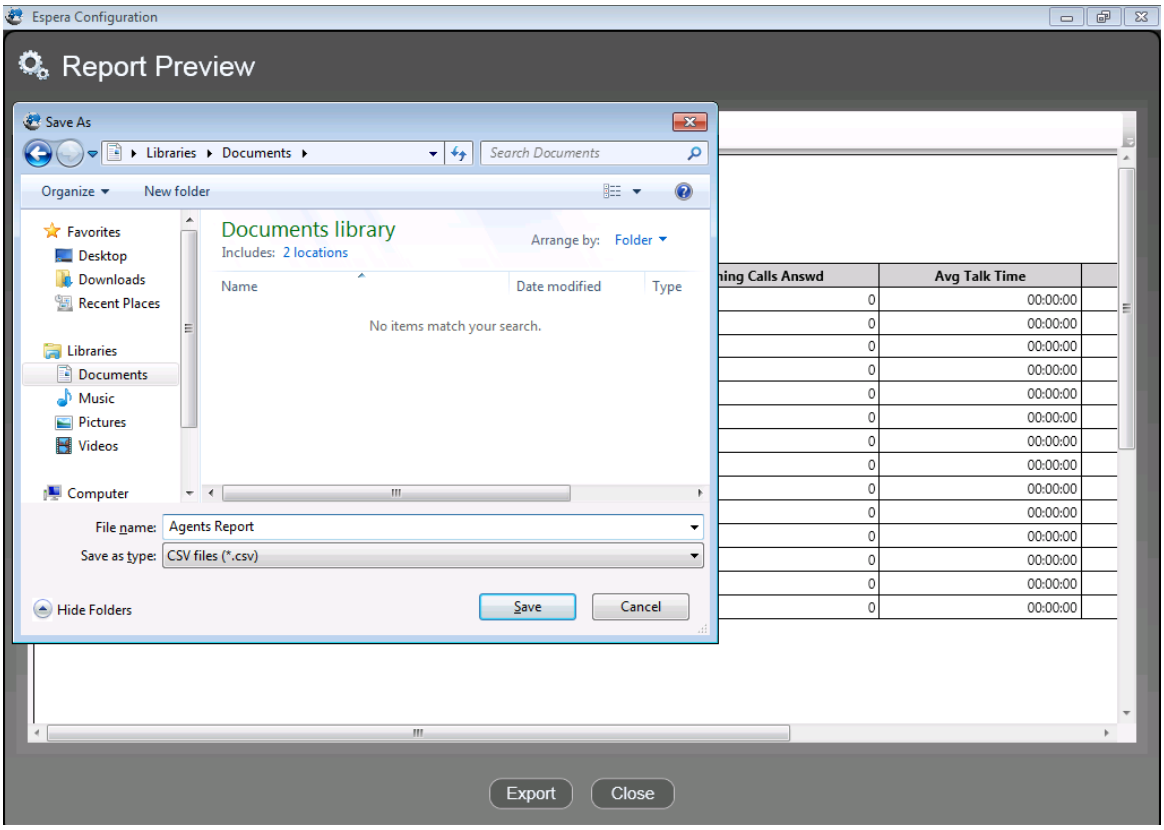

Report Parameters
Template
Agents (Screen)
Yesterday
Last Week
Last Month
Last 12 Month
Specified date range:
Start date:
1/12/2012
time:
00 : 00
End date:
31/12/2012
time:
23 : 59
Queues:
All
Agents:
All
Next
Cancel

5.2.3.4.3 Run Historical Report - Step 3

The Report Preview allows printing of the report using the printer icon, or exporting to a CSV file via the <Export> button.

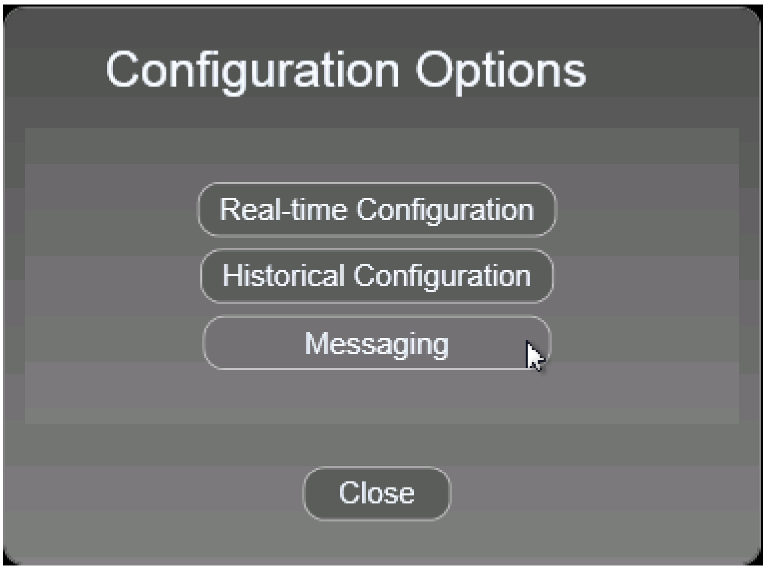


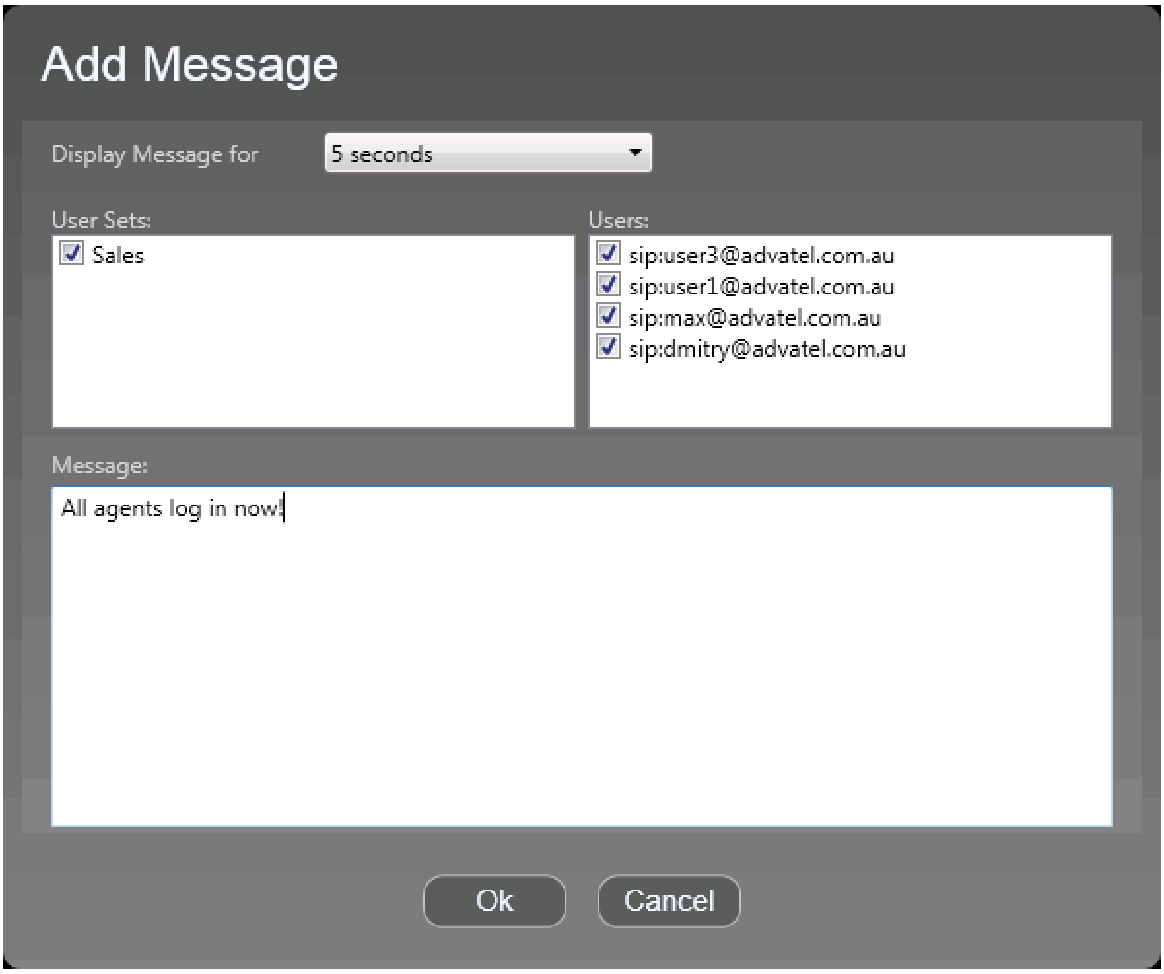
Agent Name	Total Logged-in Time	Total Incoming Calls Answd	Avg Talk Time
Brendan Evans	11:36:17	0	00:00:00
User1	11:36:17	0	00:00:00
Max Vasiliev	11:36:17	0	00:00:00
user3	11:36:17	0	00:00:00
Dmitry Nikitin	11:36:17	0	00:00:00
User2	11:36:17	0	00:00:00
Lee Davis	11:36:17	0	00:00:00
Glenn Fisher	11:36:17	0	00:00:00
Wallboard Q. Display-o-Mat	11:36:17	0	00:00:00
d4	11:36:17	0	00:00:00
d5	11:36:17	0	00:00:00
d1	11:36:17	0	00:00:00
d2	11:36:17	0	00:00:00
Total	6 d 06:51:44	0	00:00:00

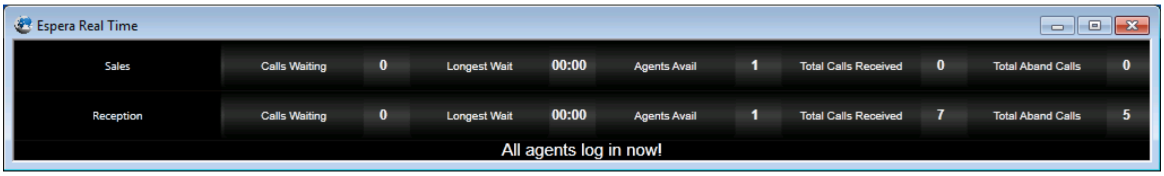


5.2.4 Messaging

Administrators 42 and Supervisors 108 can send ad-hoc messages to a single or multiple User Set 44 or Users 48 displayed onto the Users Real Time display for the selected time period.







5.3 Supervisor Configuration

Supervisors have access to modify (only) the Real-Time Display configuration(s) for any "User Set", "User" and the "Default Configuration".

Refer to Create/Modify the "Default Configuration" 43 or "Custom" 53 Real-Time Display for further information.

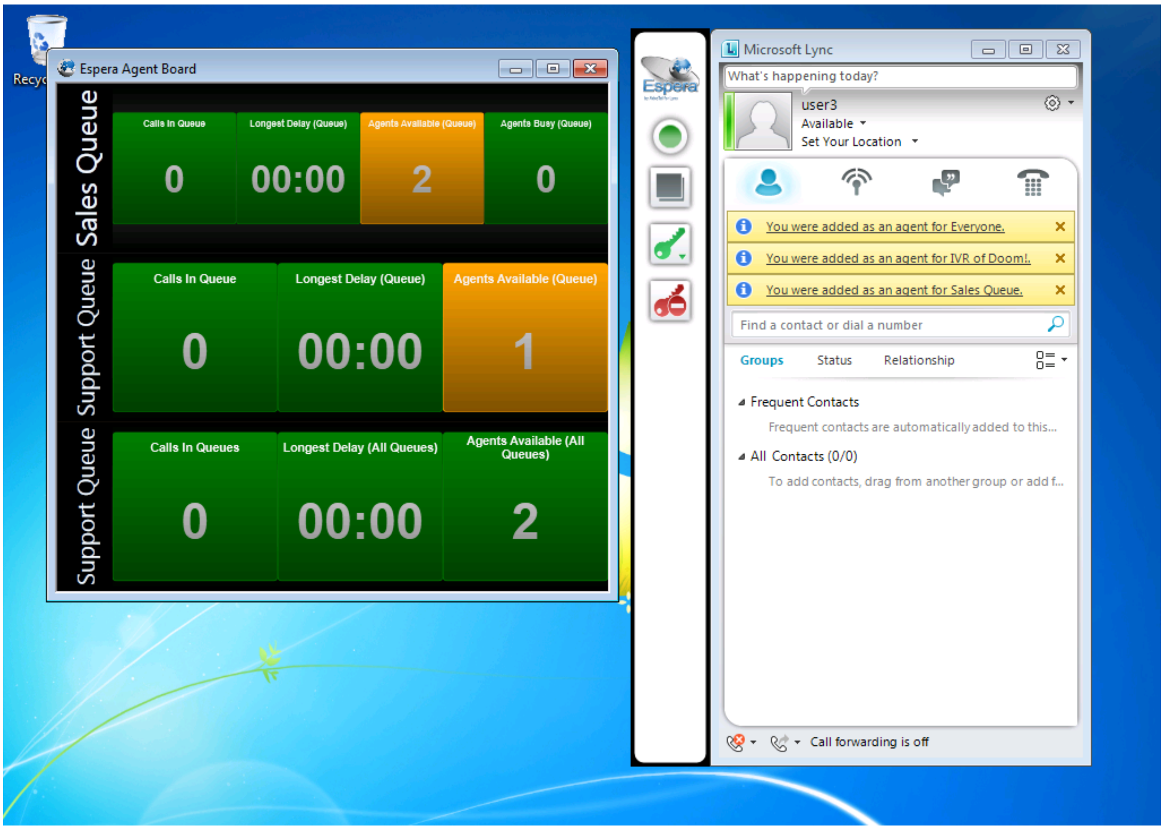
NOTE: Supervisors cannot create/delete "User Sets" and assign/unassign "Users".

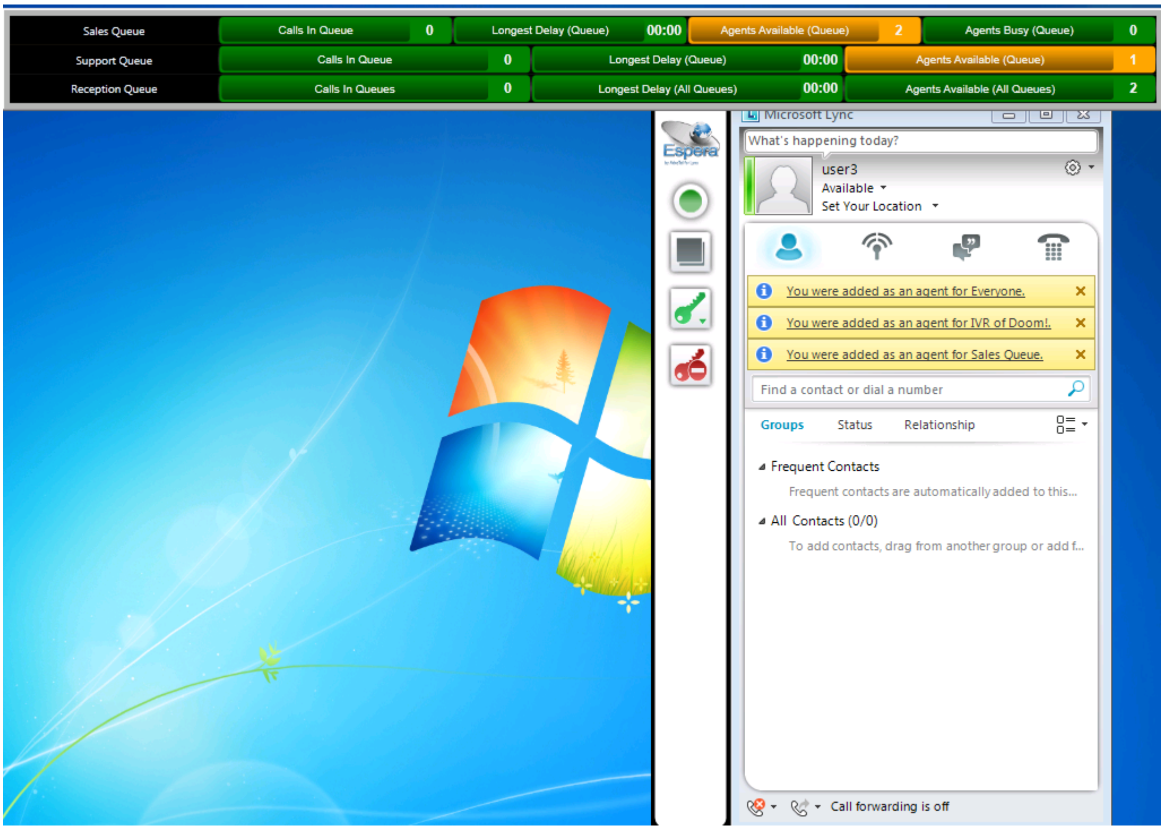
5.4 Agent Configuration

Agents have no access to the "Configuration" button.

Agents can move or resize the Espera Real-Time display, and use the "Sign In/Out" function.

NOTE: The "Sign In" & "Sign Out" buttons will only allow the Microsoft Lync user to Sing In/Out of "Formal" Response Groups assigned to that Microsoft Lync user. Refer to this Microsoft article for more information on "Formal" and "Informal" groups.



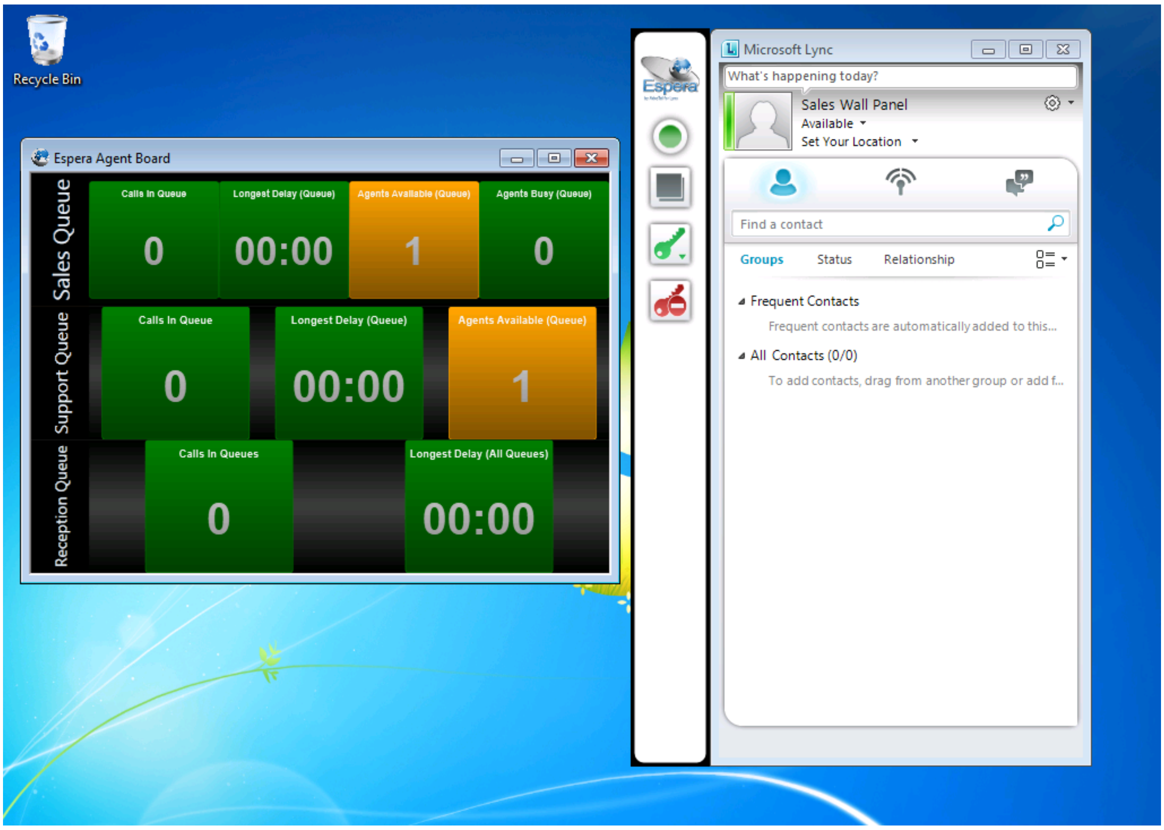


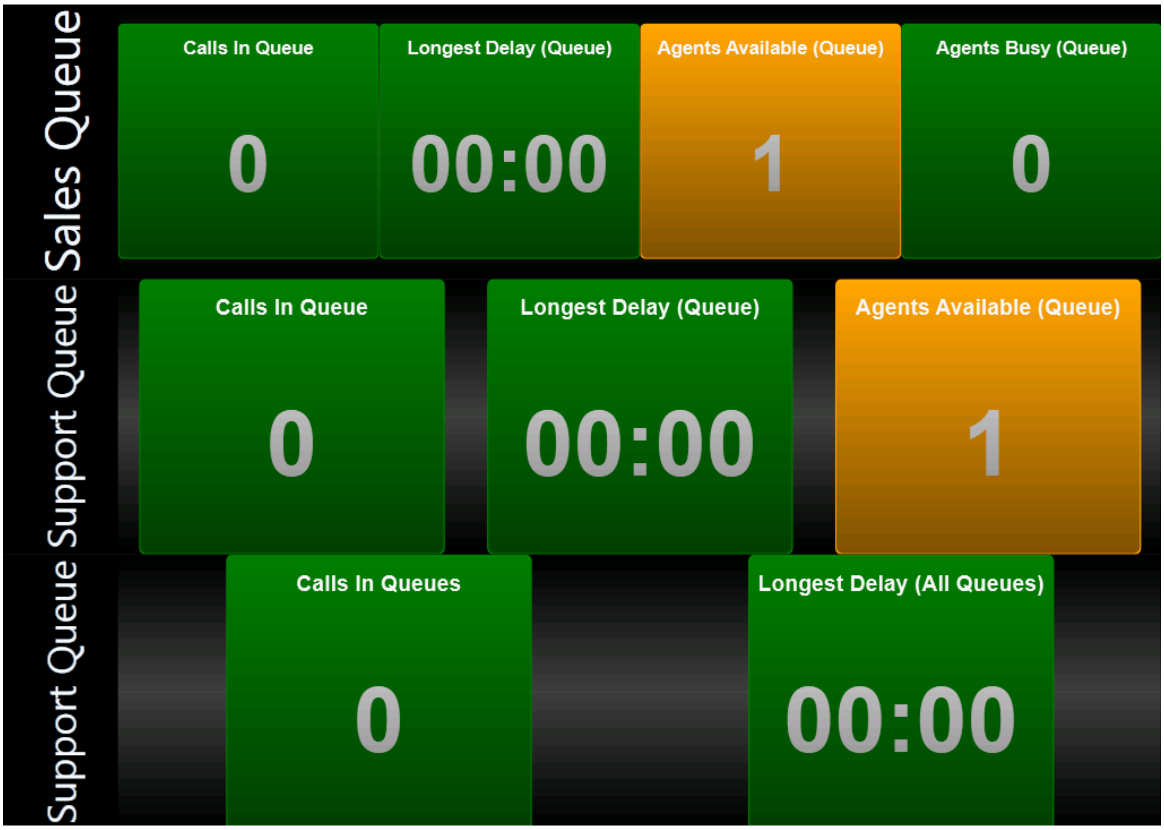
5.5 Wallboard Configuration

Wallboards have no access to any configuration.

Wallboards can move or resize the Espera Real-Time display, and use the "Sign In/Out" function.

NOTE: The "Sign In" & "Sign Out" buttons will only allow the Microsoft Lync user to Sing In/Out of "Formal" Response Groups assigned to that Microsoft Lync user. Refer to this Microsoft article for more information on "Formal" and "Informal" groups.


Recycle Bin
Espera Agent Board
Sales Queue
Calls In Queue
0
Longest Delay (Queue)
00:00
Agents Available (Queue)
1
Agents Busy (Queue)
0
Support Queue
Calls In Queue
0
Longest Delay (Queue)
00:00
Agents Available (Queue)
1
Reception Queue
Calls In Queues
0
Longest Delay (All Queues)
00:00
Microsoft Lync
What's happening today?
Sales Wall Panel
Available
Set Your Location
Find a contact
Groups
Status
Relationship
Frequent Contacts
Frequent contacts are automatically added to this...
All Contacts (0/0)
To add contacts, drag from another group or add f...


Sales Queue
Calls In Queue
0
Longest Delay (Queue)
00:00
Agents Available (Queue)
1
Agents Busy (Queue)
0
Support Queue
Calls In Queue
0
Longest Delay (Queue)
00:00
Agents Available (Queue)
1
Support Queue
Calls In Queues
0
Longest Delay (All Queues)
00:00